

EDGEWOOD PARK
Policy and Procedure Manual
Table of Contents

I. Introduction

- Participating Agency Overview
 - *Eden Inc*
 - *MHS*
 - *ATFGC*
- Core Services
- Lease and Addendums

II. Organizational Chart

- Property Management Table of Organization
- Supportive Services Table of Organization
- Combined Table of Organization
- Job Descriptions

III. Communication Structure

- Communication Structure Policy & Procedure
- Charting

IV. Tenant Selection and Eligibility

- Application for Tenancy
- Tenant Selection and Eligibility Policy & Procedure
- Tenant Intake Flow Chart
 - *Verification Forms*

V. Eviction

- Eviction Policy & Procedure
- Rent Arrears Process Flow Chart
- Lease Violation Flow Chart

VI. Maintenance and Repairs

- Maintenance and Repair Policy & Procedure

VII. Emergencies

- Emergency Policy & Procedure
 - Medical Emergencies
 - Behavioral Emergencies
 - Non-Imminent Danger Situations
 - Fire Safety
 - Evacuation

VIII. Incident Management

- Incident Management Policy & Procedure
 - Identification of an Incident
 - Completing an Incident Report
 - Investigating a Reported Incident
 - Analysis, Review and Monitoring of Incidents
 - Attachments
 - *Attachment A: Incident Report Form*

IX. Supervision

- Staff Supervision Policy & Procedure
- Staff Training and Development Policy
- Required Trainings

X. Tenant Grievances

- Tenant Grievance Policy
- Attachments:
 - *Attachment A: Tenant Grievance Form*

XI. Community Building and Tenant Orientation

- House Rules
- Tenant Orientation Manual

XII. Training

EDGEWOOD PARK

Overview of Participating Agencies

EDEN, INC.

EDEN, Inc. has been providing property management services in the community for special needs populations since 1991. EDEN currently owns and operates over 300 units of affordable, low-income housing at over 83 locations throughout Cuyahoga County. Services provided by EDEN include: property management - leasing, property repair/maintenance, asset management, and fiscal oversight and management. It is a Certified Manager of Housing through the Department of Housing and Urban Development and has numerous staff certified in the administration of rental subsidy programs including the Section 8 HCV program, Shelter Plus Care, SHP, HAP, and local efforts funded through the County's HOME program.

MENTAL HEALTH SERVICES FOR HOMELESS PERSONS, INC. (MHS)

Mental Health Services for Homeless Persons, Inc. (MHS) provides mental health and supportive services in Cuyahoga County for more than 11,000 adults and children each year. It operates the most comprehensive single-agency continuum of care services for homeless people in Ohio. Ten homeless assistance programs provide assertive outreach, emergency shelter, residential services, case management, and psychiatric services. The services assist clients to achieve and maintain permanent housing and recovery from their mental disorder. MHS programs are targeted to address the needs of minority and underserved populations including those who reject conventional health care services. MHS maintains a high quality program approach through the systematic collection and evaluation of client outcome data.

The MHS Mobile Crisis Team operates the County's 24-hour suicide hotline and is the sole County provider of 24-hour mobile crisis intervention services for children and adults. It provides immediate trauma intervention and crisis assessment services for the Cuyahoga County Children who Witness Violence Program. The Child and Family Focused Services Program serves children who have been determined by the Department of Children and Family Services to be at moderate to high risk of abuse or neglect.

THE AIDS TASKFORCE OF GREATER CLEVELAND (ATFGC)

The AIDS Taskforce of Greater Cleveland (ATFGC) has provided a caring and compassionate response to the needs of those affected by HIV/AIDS since 1984. The mission is to provide a compassionate and collaborative response to the needs of people infected, affected, and at risk of HIV/AIDS. This is accomplished through leadership in prevention, education, supportive services, and advocacy. Services provided include: nutritional counseling, in-home meal delivery, case management, emergency financial

assistance, education, risk prevention and awareness, and policy education. Housing services include temporary, transitional, and fully independent living and are provided in community based and agency managed settings. Supportive services are available to residents on-site, in agency facilities, or by referral to other community agencies.

EDGEWOOD PARK

Core Services Offered to Residents

OVERVIEW

Edgewood Park is based on the 'Housing First' model. Residents of Edgewood Park are those who have experienced considerable impediments to accessing housing. They all will have experienced homelessness and will have histories of long term or chronic homelessness. As a Department of Housing and Urban Development (HUD) supported permanent housing for homeless people project, all will have what HUD defines as a 'disabling condition'. The disabling conditions will have been of long term and continuing duration and will significantly impede the residents' abilities to live independently.

The basic premise of Housing First is that preconditions for residency should be kept to an absolute minimum. These preconditions which often include requirements for a period of sobriety prior to entering housing, mandatory participation in treatment, or exclusion of residents based on prior histories often have the inadvertent consequence of trapping people in homelessness. Housing First overcomes that by first offering appropriate housing and then, in the supportive environment, addressing the issues that may complicate maintaining housing.

The other key component of Edgewood Park is that it is supportive housing and not a treatment or services program. The primary purpose of supportive services at Edgewood Park is to enable the residents to maintain their housing and achieve their own individual goals. As needed, residents will access treatment services in community-based settings frequently through programs operated by services organizations that are participating in Edgewood Park as supportive services providers. The Edgewood Park Project will encourage participants to take on the life roles of productive members of the community as tenants, family members, teachers, volunteers, workers, and citizens. Tenants of Edgewood Park will be encouraged to make positive choices and the role of the property management and services is to provide as many opportunities as possible.

CORE SERVICES OFFERED RESIDENTS

- Housing Based Case Management

The primary objective of housing based case management is to assist residents in maintaining their housing. It adopts the basic fundamentals of case management: engagement, assessment, goal setting and planning, and re-evaluation and reassessment to address housing focused goals.

Although residents will be housed when they start housing based case management at Edgewood Park, engagement remains a key component of the process. The residents will likely have had multiple contacts with social services organizations and along with that, multiple case management relationships. This prior history will present challenges for the engagement process as residents will be influenced by former experiences. The case managers at Edgewood Park, as

part of the engagement process, will clarify the distinctions between the services offered there and those provided in other settings. Engagement is primarily about trust and establishing open communications and for many, especially those with extensive histories of homelessness, the process of establishing that will be long term and continuing.

Assessment will focus on strengths and deficits the residents have in the skills needed for independent living. This includes the range of daily living skills, self-care, housekeeping, meal preparation and nutrition, and accessing and acquiring goods and services in the community. It also includes developing an understanding of the resident's 'disabling conditions' and developing a plan with the resident for accessing services to minimize the impact of those conditions on remaining housed.

The case managers will work with each resident to develop an individualized housing services plan, which will be derived from the resident's own housing related goals. These goals can range from remaining at Edgewood Park on a permanent basis to ultimately living independently in the community, reuniting with family, or establishing a new family/household. Depending on the goal selected by the resident (and this goal can change over time), the case manager will assist the resident in developing a plan to achieve or maintain it.

Key to maintaining housing will be the resident's ability to secure sufficient income to meet his/her financial obligations at Edgewood Park. Although Edgewood Park will not require that residents have any income in order to initially be housed at Edgewood Park, some income is essential in order feed, clothe and occupy oneself. Ensuring access to income is key to helping residents obtain stability and preventing them from pursuing income-generating activities that may have negative consequences to themselves or Edgewood Park.

The individual housing plans will identify the skills needed for each resident to maintain their housing. This includes any deficiencies the residents may have in daily living skills or long term supportive services needs in order to remain stable. The involvement of treatment providers (mental health, chemical dependency, and HIV/AIDS) in Edgewood Park supportive services team facilitates access to and coordination of services.

Edgewood Park will use an integrated case management model, meaning that residents will not be assigned to case managers based on perceived disability or treatment need. The Case Managers will work as a team and will serve each other's clients regardless of if they are linked with other systems.

- Life skills support

Many, if not most residents, will have extensive histories of living in ‘non-independent living’ situations. These include homeless shelters, institutional settings, or program based housing. As a result they may have some deficiencies in skills needed to live independently including housekeeping, meal preparation, apartment maintenance, accessing public transportation, and shopping.

Life skills deficiencies will be identified by the case managers as part of the planning and assessment process as well as through the apartment inspection process that will periodically be conducted by management and supportive services.

Edgewood Park Case Managers who will work individually with the residents to demonstrate and assist them in managing and maintaining their apartments and accomplishing other critical daily tasks. There will also be classes and groups, especially cooking groups to demonstrate to how to access good nutrition on limited resources.

- Health and Wellness

Edgewood Park residents will have a range of health related issues and problems. This includes chronic issues such as HIV/AIDS, diabetes, obesity, and hypertension. The residents’ previous lack of stable housing will have made it very difficult for them to engage in regular activities that could improve or stabilize their health.

Edgewood Park will develop linkages with outreach teams at community health centers in order to be able to provide on site disease screening and wellness groups. Life skills support will encourage and assist residents engage in fitness activities such as walking groups, basketball, etc.

- On-Call Services

The supportive services staff will be on-call and provide 24-7 coverage for emergencies and issues that occur after hours at Edgewood Park. A detailed procedure for these services is included.

- Employment Skills Development

Edgewood Park’s available services include Supported Employment, an evidence-based practice. An Employment Specialist is located on site to provide assistance with job seeking and support once job is found. Services are based on Supported Employment’s core principles of zero exclusion, rapid job search, and an emphasis on consumer preferences. Weekly job club meetings will be held in the computer lab to allow residents to obtain skills and experience in frequently used computer applications that will increase their employment related skills. It will also allow residents to have email accounts, which will permit and facilitate job search and maintaining or establishing contact with family and friends.

EDGEWOOD PARK RENTAL AGREEMENT

This agreement is made and entered into at Cleveland, Cuyahoga County, Ohio, this _____ day of _____, between, Emerald Development & Economic Network Inc - EDEN ("Lessor") whose principal place of business is **7812 Madison Ave , Cleveland, OH 44102**, and _____ (collectively, "Resident"). It is understood and agreed by the parties as follows:

1. Premises

By this Agreement, Lessor grants to Resident the right to exclusive residential use and occupation of **3215 East 55th St # _____, Cleveland, Ohio 44127**(the "Premises"), subject to the applicable requirements of the Low Income Housing Tax Credit Program ("LIHTC Program"), established in Section 42 of the Internal Revenue Code. The Premises does not include / does include parking. The Premises includes the following appliances: Stove, Refrigerator, and Microwave.

2. Term and Renewal

(a) First Partial Month (Where Applicable)

The first partial month of this Agreement shall begin on _____ and end on _____.

(b) Year-to-Year Tenancy Term (Following First Partial Month, Where Applicable)

Beginning on _____, the term of this Agreement shall be a year-to-year tenancy that renews automatically unless and until either party gives written notice of non-renewal pursuant to Paragraph 25 below.

3. Rent

(a) For the first partial month (where applicable), the rent under this Agreement is \$ _____. Resident shall pay \$ _____ of this rent, when Resident signs this Agreement, and the Shelter + Care Program shall pay \$ _____ of this rent.

(b) For the year-to-year tenancy term, the monthly rent under this Agreement is \$ _____ per month. Resident shall pay \$ _____ per month of this monthly rent and the Shelter + Care Program shall pay \$ _____ per month of this monthly rent.

DURING THE YEAR-TO-YEAR TENANCY TERM, LESSOR MAY INCREASE THE AMOUNT OF THE MONTHLY RENT UNDER THIS AGREEMENT ANNUALLY, PROVIDED LESSOR PROVIDES RESIDENT WITH AT LEAST THIRTY DAYS ADVANCE WRITTEN NOTICE OF THE NEW MONTHLY RENT, AND PROVIDED THE NEW MONTHLY RENT IS IN COMPLIANCE WITH THE REQUIREMENTS OF THE LIHTC PROGRAM AND (WHERE APPLICABLE) THE SHELTER + CARE PROGRAM.

If Resident is a participant in the Shelter + Care Program, the respective amounts of the monthly rent that Resident and the Shelter + Care Program pay may change from time to time in accordance with the requirements of the Shelter + Care Program.

ANY CHANGE IN THE MONTHLY RENT UNDER THIS AGREEMENT, OR ANY CHANGE IN THE RESPECTIVE AMOUNTS OF THE MONTHLY RENT THAT RESIDENT AND THE SHELTER + CARE PROGRAM PAY, SHALL BE SET FORTH IN A WRITTEN AMENDMENT TO THIS AGREEMENT.

RESIDENT'S INITIALS _____

During the year-to-year tenancy term, Resident shall pay the monthly rent in advance by the first day of the month. Resident shall pay the monthly rent by money order or by personal check. Resident shall mail or deliver the monthly rent payment to an address designated by Lessor. Lessor shall provide Resident with advance written notice of the designated address.

4. Late Payment of Rent

During the year-to-year tenancy term, if Resident does not pay the full amount of the monthly rent by 5:00 p.m. on the 10th day of the month, it is considered late/delinquent and this Agreement can be terminated. This is regardless of whether in prior months Lessor elected to accept late rent and not terminate this Agreement.

5. Security Deposit

Resident must pay a security deposit of \$_____ before taking possession of the Premises. Within thirty days after the termination of this Agreement and Resident's return of possession of the Premises to Lessor, Lessor shall return to Resident the security deposit, less any amount due for unpaid rent, unpaid charges, or damages to the Premises beyond normal wear and tear. Resident may not use the security deposit as Resident's payment of the last monthly rent due under this Agreement.

6. Regular Recertification's and Interim Reporting

At least annually, Lessor will request Resident to report the income and composition of Resident's household and to supply any other information required for purposes of recertification under the LIHTC Program. Resident shall provide Lessor with accurate statements of this information within thirty days of Lessor's request.

If the income or composition of Resident's household changes between regular re-certifications, Resident shall report the change to Lessor within thirty days of the change.

Any failure by Resident to comply with the obligations in this paragraph is a material breach of this Agreement.

7. Household, Additions to Household, Guests, Unauthorized Occupants

Only the following persons may occupy and use the Premises as a household in addition to Resident:

Excluding births, Resident shall not add any person to Resident's household and shall not permit any person to become an occupant of the Premises. Resident is entitled to have guests at the Premises and to provide reasonable accommodations to those guests. Occupancy by anyone not named in this Agreement for more than 14 days in any 30 day period shall constitute a violation of this Agreement. Any failure by Resident or Lessor to comply with the obligations in this paragraph is a material breach of this Agreement.

8. Resident

The word "Resident" refers collectively to all persons named above, and signing this Agreement as Resident. The liability of each such person shall be joint and several. Notice given by Lessor or Lessor's agent to any person named as Resident, or by Resident to Lessor or Lessor's agent, shall bind all persons signing this Agreement as Resident.

9. Application

Resident acknowledges that Lessor has relied on Resident's application information in entering into this Agreement. If Resident has provided Lessor with any material misleading information or any material false information in Resident's application, it shall be grounds for termination of this Agreement.

10. Students

A household is ineligible to participate in the LIHTC Program if all members of the household are full-time students, unless: (i) the household is comprised entirely of an individual who is a student receiving assistance under title IV of the Social Security Act, or who is enrolled in a job training program receiving assistance under the Job Training Partnership Act (or under similar Federal, State, or local laws); or (ii) the household is comprised entirely of full-time students but the members of the household are a single parent and his/her children and they are not dependents of another individual; or (iii) the household is comprised entirely of full-time student(s) who is (are) married and file(s) a joint return. If at any time Resident's household is ineligible to participate in the LIHTC Program by virtue of this prohibition on full-time students, it will constitute other good cause to terminate this Agreement. Resident shall notify Lessor immediately of any change in student status of any member of Resident's household.

11. Utilities

Except for phone service, Lessor shall be responsible for prompt payment of all utilities, including but not limited to, gas, electric, water and sewer service.

12. Use, Assignment, Subletting

The use and occupation of the Premises under this Agreement shall be for residential purposes only. Resident shall not permit the Premises to be used for any business activity, or to be used to harbor, promote, or facilitate any illegal activity, including drug activity or domestic violence. Resident must live in the unit and the unit must be the Resident's only place of residence. Resident shall use the Premises only as a private dwelling for himself/herself and the individuals named in this Agreement. Resident shall not sublet any portion of the Premises. Resident shall not permit any roomer or boarder occupancy of any portion of the Premises. Resident shall not assign this Agreement, in whole or in part, to another party.

13. Abandonment

Lessor shall consider the premises abandoned if Resident is more than 60 days late in payment of rent and has not otherwise responded to or communicated with Lessor within 60 days of Resident's written demand to indicate intent to continue tenancy. At the time that this Agreement is terminated and Resident returns possession of the Premises to Lessor, any property not immediately removed from the Premises shall be presumed abandoned by Resident and may be disposed of by Lessor in compliance with applicable law.

14. Condition of the Premises

Resident acknowledges that Resident inspected the Premises prior to signing this Agreement, and that the Premises is in a clean, safe, and habitable condition, except as noted in **Attachment "A"**. Resident shall keep the Premises clean and safe and at the termination of this Agreement, Resident shall return the Premises to Lessor in the same condition as existed at the time of the initial inspection, except for ordinary wear and tear.

15. Fixtures

Anything that Resident installs on the Premises that cannot be removed without causing significant damage to the Premises shall be considered a fixture, and shall become part of the Premises. Anything that Lessor installs on the Premises shall become a part of the Premises and shall not be removed.

16. Damage to the Premises

Resident shall be liable for and shall pay for any damage intentionally or negligently caused to the Premises by Resident, by any member of Resident's household, or, to the extent permitted by Ohio law, by any guest under the control of Resident. Such damage does not include ordinary wear and tear.

17. Notice for Repairs

Resident shall promptly notify Lessor of any damage, leaks, defects, or the need for any other repairs to the Premises, to the extent that Resident is aware of such matters. If Resident breaches this obligation, Resident shall be responsible for any further damage caused, or cost incurred, as a result of Resident's breach of this obligation. Lessor's reasonable requirements for Maintenance Procedures are set forth in **Attachment "B"**.

18. Inspections and Repair

Resident shall allow Lessor or Lessor's agent on the Premises for purposes of inspection and repair, provided Lessor gives reasonable advance notice. Twenty-four (24) hours shall be deemed reasonable advance notice. Lessor or Lessor's agent shall be entitled to enter the Premises at any time when emergency circumstances reasonably require such entry to prevent imminent damage to or destruction of the Premises, or harm to any person.

19. Pets and Pet Deposit

Resident may keep one common household pets at the Premises, if Resident provides Lessor with advance written notice of the pet, if Resident gets permission from the landlord and pays Lessor a non-refundable pet fee in accordance with Lessor's reasonable requirements for pet ownership, and if Resident maintains the pet responsibly; in accordance with applicable state and local public health, animal control, and animal anti-cruelty laws and regulations; and in accordance with Lessor's reasonable requirements for pet ownership. Lessor's reasonable requirements for pet ownership are set forth in **Attachment "C"**.

20. Waterbeds

Resident may **not** keep or use a waterbed, or similar liquid-filled furniture, in the Premises.

21. Criminal Activity

Resident, members of Resident's household, and their guests shall not engage in any criminal activity (including possession, use, manufacture, or distribution of any illegal drug in violation of any applicable drug law) on or about

the Premises. Any failure to comply with the obligations in this paragraph is a material breach of this Agreement. Lessor's reasonable requirements for Criminal Activity are set forth in **Attachment "D"**.

22. Orientation Manual

Resident shall fulfill all duties outlined in the Orientation Manual, which are hereby incorporated by reference into this Agreement. Lessor may revise the applicable "Orientation Manual" from time to time, so long as no revision substantially modifies any right or obligation created by the Manual or this Agreement.

23. Insurance and Hazards

Any insurance policies obtained by Lessor shall protect only the Premises, and shall not protect any personal property, possessions, or liabilities of Resident. Resident is encouraged to obtain separate coverage for personal property or any liability.

Resident and members of Resident's household shall not undertake, or permit their guests to undertake, on or about the Premises any hazardous act that will increase Lessor's insurance premiums for the Premises.

24. Destruction of Premises by Fire or Natural Causes

If the Premises is damaged by a fire for which the Resident is not responsible or by any natural cause such as wind or rain, and if the extent of the damage makes the unit uninhabitable, Resident's obligation to pay rent for the Premises is immediately suspended.

In such circumstances, if the Premises can reasonably be repaired: Lessor shall offer to Resident the opportunity to move back to the Premises under this Agreement as soon as Lessor has made the repairs necessary to make the Premises habitable; and, if Resident accepts the offer, Resident's obligation to pay rent for the Premises will begin again at the time that Resident moves back to the Premises.

In such circumstances, if the Premises cannot reasonably be repaired, this Agreement shall terminate on the date that the Premises become uninhabitable.

25. Termination and Non-Renewal

(a) Termination or Non-Renewal of this Agreement by Resident

Under this year-to-year tenancy, Resident may either terminate this Agreement at any time or elect not to renew this Agreement at the end of any year, without cause, by serving Lessor with a written notice of termination or a written notice of non-renewal not less than thirty days prior to the effective date of the termination or non-renewal.

(b) Termination or Non-Renewal of this Agreement by Lessor

Under this year-to-year tenancy, Lessor may terminate or elect not to renew this Agreement only for:

- Resident's material noncompliance with the terms of this Agreement;
- Resident's material failure to carry out obligations under the Ohio Landlord and Tenant Act;
- Criminal activity that threatens the health, safety, or right to peaceful enjoyment of the Premises by other tenants, or any drug-related criminal activity on or near the Premises, engaged in by Resident, any member of Resident's household, or any guest or other person under Resident's control; or
- Other good cause

To terminate or not renew this Agreement for any of the above reasons, Lessor must serve Resident with a written notice of termination or non-renewal not less than thirty days prior to the effective date of the termination or non-renewal. The written notice of termination or non-renewal shall: specify the date this Agreement will be terminated; state the grounds for termination or non-renewal with enough detail for Resident to prepare a defense; and advise Resident of Resident's right to defend the eviction action (if any) in court.

(c) Lessor Enforcement of Termination or Non-Renewal by Judicial Action Only

Lessor may seek to enforce the termination or non-renewal of this Agreement only by bringing a judicial action such as an eviction action. If Lessor files an eviction action based on its termination or non-renewal of this Agreement, in the eviction action, Lessor shall rely on only the grounds cited in the applicable written notice of termination or written notice of non-renewal.

(d) Procedure for Serving a Notice of Termination or a Notice of Non-Renewal

Resident may serve Lessor with a written notice of termination or a written notice of non-renewal either: by delivering it to the offices of Lessor; or by sending it to the offices of Lessor by first class mail, properly stamped and addressed.

Lessor may serve Resident with a written notice of termination or a written notice of non-renewal either: by delivering it to Resident or an adult member of Resident's household; or by sending it to the Premises by first class mail properly stamped and addressed.

26. Waiver

Lessor's failure to terminate this Agreement upon any breach by Resident shall not constitute a waiver of any right under this Agreement, and shall not bar later termination for any breach of this Agreement. Lessor's failure to terminate this Agreement for any breach by Resident shall not operate as a modification of this Agreement.

27. Entire Agreement, Modification

This writing and other writings incorporated herein shall constitute the entire agreement between Lessor and Resident relative to this tenancy. This Agreement may only be modified in writing signed by both parties.

28. Severability

All of the covenants and conditions of this Agreement are severable. Invalidity or unenforceability of any provision of this Agreement shall not affect the validity of the rest of this Agreement.

29. Attachments to the Lease Agreement

- Attachment A: Initial Condition of the Premises
 - Attachment B: Maintenance Procedures
 - Attachment C: Lessor's Pet Ownership Requirements (where applicable)
 - Attachment D: Secure/Drug Free Policy
 - Attachment E: Addendum to Agreement of Lease between EDEN Inc and Resident
 - Attachment F: LIHTC Addendum
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30. Signatures

Resident _____ Date _____

Lessor _____ Date _____
EDEN Inc.

31. Receipt of Orientation Manual

Resident hereby acknowledges that Resident received, read, and understands the Orientation Manual referred to in Paragraph 22 above.

Resident _____ Date _____

Lessor _____ Date _____
EDEN Inc.

EMERALD COMMONS

ATTACHMENT A

RESIDENT'S NAME _____ APARTMENT # _____

MOVE-IN INSPECTION DATE: The Resident accepts responsibility for the condition of the above-described residence with any exceptions listed below.	MOVE OUT INSPECTION DATE: The following Inspection reveals any damage beyond normal wear and tear to determine the deductions to be made from Resident's security deposit(s).
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ITEMS	CONDITION		CONDITION	
LIVING RM/BED RM	OK	NOT OK - SEE BELOW	OK	NOT OK - SEE BELOW
Walls/Outlet				
Ceiling/Lights				
Floor				
Window				
Window Coverings				
Doors/Closets				
Other				
KITCHEN				
Walls/Outlet				
Ceiling/Lights				
Floor				
Window Coverings				
Cabinets				
Formica/Tile				
Range/Vent Hood				
Refrigerator				
HALL				
Walls/Outlet				
Ceiling/Lights				
Floor				
BATH				
Walls/Outlet				
Ceiling/Lights				
Floor				
Formica/Tile				
Cabinets/Mirror				
Fixtures				
Tub/Shower Enclosure				
OTHER				
Smoke Alarm				
Fire Extinguisher				
Screens				
HVAC				
Miscellaneous				
	KEY ISSUED:		KEY RETURNED:	
	MOVE IN DATE:		VACATED DATE:	
	FORWARDING ADDRESS:			

NOTICE: The resident shall be responsible for the condition of this residence and any damage beyond normal wear and will be paid for at Resident's expense.

MOVE-IN INSPECTION RESULTS HEREBY ACCEPTED:

MOVE OUT INSPECTION RESULTS HEREBY ACCEPTED:

RESIDENT: X _____

RESIDENT: X _____

DATE: _____

DATE: _____

EDEN: X _____

EDEN: X _____

DATE: _____

EMERALD COMMONS

ATTACHMENT A

ATTACHMENT B

EDGEWOOD PARK MAINTENANCE PROCEDURES

**3215 East 55thth Street
Cleveland, OH 44127
(216) 453-1120**

WORK ORDERS:

During regular business hours (8:30am to 5:00pm) all maintenance work orders are to be called in to the Front Desk staff at Edgewood Park. S/he will place the information on a Work Order form. If it is an Emergency, s/he will page the Maintenance Technician immediately and they will respond as soon as possible. If it is not an emergency, s/he will inquire as to whether it is permissible for the maintenance staff to enter the unit, even if the tenant will not be home. A 'tag' would then be left on the door informing the tenant that they were in the unit. If the tenant requests the staff can only enter while the tenant is present, an appointment will be arranged at both the convenience of the Maintenance Technician and the Tenant's schedule.

When you call in a work order, especially for emergencies, please make sure to leave a telephone number where you can be reached. Oftentimes, the Maintenance Technician will call you back to inquire about specifics. This is very important for after-hours emergencies because the Technician responding may not be the one assigned to Edgewood Park normally.

Though it is always the goal of the Maintenance Technician to respond to all maintenance requests as soon as possible, it is not always humanly possible. Please be aware that a landlord has thirty (30) days in which to respond to maintenance issues that do not threaten the health and safety of the building's occupants or the building itself.

EMERGENCIES:

Please call in the following problems immediately as maintenance emergencies:

No gas, or gas leak

No heat or hot water

Excessive heat

No water, broken pipes, or any water leaks.

Sewer backup, plumbing not working.

Security related problems (broken doors or windows, break-in, vandalism)

Natural catastrophes - storm, flood, fire, wind damage.

EDEN has a Maintenance Technician on call 24-hours a day, seven days a week, for emergencies only. You can contact EDEN after regular business hours and on weekends by calling the main office phone number **(961-9690)** or **calling the front desk staff person at Edgewood Park**. The Answering Service will immediately contact the Maintenance Technician on call. Again, it is very important that you give the service a telephone number where you can be reached.

Lock Outs

If a tenant loses keys or becomes locked out, it will be handled as follows:

1. If a tenant is locked out of the unit, EDEN staff will let you in during regular business hours **and** after hours. **Only tenants** are to be given keys and let into the unit.
2. If a tenant is locked out of the unit and loses their key, tenant will be required to come to Property Management office of Edgewood Park to obtain a key/s during regular business hours. (Tenant will need to show photo identification)
3. If there is any question regarding whether the person asking to be let in is a tenant or not, they will **not** be let in.

Tenants will be charged for replacement keys and for staff time for all lock-outs.

If tenant gives social security number over the phone for identification but needs to get into unit to show photo identification, allow them to do so when you go out to unit to let them in.

ATTACHMENT C

LEASE ADDENDUM

PET DEPOSIT

EDEN, Inc. allows all prospective and current tenants to own or keep a “*common household pet*.” The term “*common household pet*” means a domesticated animal (a dog, cat, bird, rodent (including a rabbit), fish or turtle) that is traditionally kept in the home for pleasure rather than for commercial purposes. EDEN Inc. has sole discretion on refusal of any pet deemed unsuitable for an intended housing unit. We do not require a deposit for an animal in a cage or tank, only those that have free reign of the unit.

**EDEN INC. REQUIRED A PET DEPOSIT OF \$50.00
PAYABLE IN ACCUMULATIVE INCREMENTS OF \$10.00 PER MONTH**

This Pet Deposit is *refundable* minus any reasonable expense (including but not limited to: The cost of repairs and replacement to, and the fumigation of tenant’s dwelling).

PET RULES:

1. Pet owners must register their pet/s with management. (EDEN has a separate Pet Registration form)
2. EDEN Inc. has the right to place a reasonable limitation on the number of common household pets allowed in each unit. (Each pet requires a separate Pet Deposit)
3. All pets must be inoculated in accordance with state and local laws and regulations.
4. All pet owners are responsible for and required to remove, and properly dispose of all pet waste. Upon violation, a pet waste removal fee of \$5.00 per occurrence, will be charged to pet owners who fail to remove pet waste promptly and properly.
5. All pet owners must control noise and odor caused by pet/s.

VIOLATION OF ANY OF THE ABOVE WILL RESULT IN A WRITTEN NOTICE. A PET OWNER HAS 10 DAYS FROM THE EFFECTIVE DATE OF THE SERVING OF THE NOTICE TO CORRECT THE VIOLATION. FAILURE TO CORRECT THE VIOLATION MAY RESULT IN THE INITIATION OF PROCEDURES TO TERMINATE THE PET OWNER/S TENANCY.

TENANT: _____
DATE: _____

EDEN: _____
DATE: _____

ATTACHMENT D

LEASE ADDENDUM FOR SECURE AND DRUG-FREE HOUSING

In consideration of the execution of a Rental Agreement for a dwelling unit identified in the Rental Agreement, EDEN and Tenant agree as follows:

1. Tenant, any member of Tenant's household, or a guest or other person under Tenant's control shall not engage in any criminal activity, including drug-related criminal activity, on or near the premises. "Drug-related criminal activity" means the illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell, distribute, or use of a controlled substance as defined in section 102 of the Controlled Substances Act, 21 U.S.C. 802, or of any similar law of the State of Ohio.

The aforesaid prohibitions regarding the sale, distribution, or use of a controlled substance shall not apply if said use, sale, distribution, or possession of said substance is by a law enforcement officer and said activity is engaged in as part of said law enforcement officer's authorized activities on behalf of law enforcement to investigate criminal activity or suspected criminal activity.

2. Tenant, any members of Tenant's household, or a guest or other person under the tenant's control shall not engage in any act intended to facilitate criminal activity, including drug-related activity, on or near project premises.
3. Tenant or members of Tenant's household will not permit the dwelling to be used for, or to facilitate, criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest.
4. Tenant or members of Tenant's household will not engage in the manufacture, sale or distribution of illegal drugs at any location, whether on or near the premises or otherwise.
5. Tenant, any member or Tenant's household, or a guest or other person under Tenant's control shall not engage in acts of violence or threats of violence against other tenants, employees and or agents of EDEN, or any other person lawfully upon the premises or any common area, including but not limited to the unlawful discharge of firearms. Tenant, any member of Tenant's household, or a guest or other persona under Tenant's control shall not willfully destroy or damage property on the premises.

6. Tenant, any member of Tenant's household, or a guest or other person under Tenant's control shall not bring or keep firearms or explosive devices of any type, whether legal or not, on the premises.

The aforesaid prohibition on the possession of firearms does not apply to a law enforcement officer duly authorized to carry a firearm as part of their law enforcement activities. A member of law enforcement that is a tenant or a guest of a tenant may keep firearms on the premises if said firearms are for a bonafide law enforcement purpose.

7. **VIOLATION OF ANY OF THE ABOVE PROVISIONS SHALL BE A MATERIAL VIOLATION OF THE RENTAL AGREEMENT AND SHALL BE GOOD CAUSE FOR IMMEDIATE TERMINATION OF TENANCY.** A single violation of any of the provisions of this addendum shall be deemed a serious violation and a material noncompliance with the Rental Agreement. It is understood and agreed that a single violation shall be good cause for termination of the Rental Agreement.
8. In case of conflict between the provisions of the Addendum and any other provisions of the Rental Agreement, the provisions of the Addendum shall govern.
9. This Addendum is incorporated into the Rental Agreement executed on the ____ day of _____, 20__.

EDEN

TENANT

ATTACHMENT E

**ADDENDUM TO AGREEMENT OF LEASE
BETWEEN EDGEWOOD PARK/EDEN, INC.
AND**

DATED _____, 20____

A. Edgewood Park is to be operated in accordance with the requirements of the low-income housing credit program under Section 42 of the Internal Revenue Code of 1986 (the "Program"). Resident's rights hereunder shall be subject to the requirements which must be met under the Program in order for Owner to qualify to take the cost of Edgewood Park into basis for calculation of Owner's credit. Resident shall cooperate with all Owner requirements related to such compliance and the Program.

B. Only the following persons will occupy the Apartment:

Resident shall not allow any other person to move into the Apartment without Owner's prior written consent.

C. Resident shall complete and execute an Income Certification Form prior to execution hereof and at least annually thereafter. Upon request by Owner, Resident shall recertify Resident's household income to Owner in a manner satisfactory to Owner and shall complete any and all other certifications and supply further documentation with respect to income and occupancy of the Apartment as may be reasonably requested by Owner. In the event that Resident does not respond to notification for recertification of Resident's household income within thirty (30) days following such request by Owner, Resident shall pay to Owner a late recertification fee of **\$25.00**. In addition, Resident shall pay an additional Late recertification fee of **\$25.00** for every additional thirty (30) day period for which the Resident does not respond to such notification for recertification of their household income. Notwithstanding the foregoing, failure to provide accurate and timely income certifications will constitute a breach of this Lease.

D. Resident acknowledges that the annual recertification of Resident's household income must meet the limitations imposed by the Program for continued occupancy in Edgewood Park.

E. Resident hereby certifies that the information supplied by Resident to Owner which was taken into consideration by Owner in determining Resident's qualifications to rent the Apartment, including Resident's Income Certification Questionnaire and Application, is accurate, complete, and true in all respects.

F. If it is determined that the Apartment is not a qualified low-income unit under Section 42(i)(3) of the Internal Revenue Code because the rent paid by Resident plus the applicable utility allowance for the Lease term exceeds the maximum rent allowed under Section 42 of the Internal Revenue Code, the said excess amounts shall be a loan from Resident to Owner and Owner shall immediately re-pay to Resident the amount of such excess, with interest. If Resident no longer occupies the Apartment when the excess rent determination is made, Owner shall use its best efforts to locate Resident for the purpose of repaying the excess rent.

G. If, upon annual recertification, Resident's household income exceeds 140% of the Program limit, Owner may: (1) increase Resident's monthly rent to market rate, and paragraph F shall not apply to such rent increases, (2) move Resident to a market rate Apartment, or (3) elect not to renew this Lease upon thirty (30) days written notice to Resident.

H. Resident shall notify Owner immediately if Resident's household size changes, their income increases, or Resident becomes a full-time student or begins to receive HUD assistance. Owner has the right to immediately terminate this Lease and Resident agrees to immediately vacate the Apartment if Owner determines that Resident's student status would disqualify the Apartment under the Program. Owner shall adjust Resident's rent and/or utility allowance to reflect Resident's status as a HUD-assisted tenant.

"RESIDENT"

"OWNER"

By: _____

By: _____

By: _____

_____, **Property Manager**

LIHTC Addendum F

The undersigned agree that this addendum is incorporated in and made a part of the lease between these same parties dated _____, and that it shall be renewed and shall expire under the terms and conditions of the lease.

1. The Resident must live in the Premises and the Premises must be the Resident’s only place of residence. The Resident shall use the Premises only as a private dwelling for himself / herself and the individuals listed on the Lease.

The Resident agrees to permit other individuals to reside in the unit only after obtaining the prior written approval of the Landlord. The Resident agrees not to sublet or assign the Premises, or any part of the Premises. Resident shall not permit any roomer or boarder occupancy of any portion of the Premises. Any failure by Resident to comply with the obligations in this paragraph is a material breach of this Agreement.

2. A household is ineligible to participate in the LIHTC Program if all members of the household are full-time students, unless: (i) Receiving assistance under Title IV of the Social Security Act – (e.g. TANF); (ii) Previously under the care and placement responsibility of the local county children services agency (i.e. foster care) (iii) Enrolled in a government-sponsored job training program; (iv) Married and eligible to file a joint income tax return; or (v) A single parent household with at least one dependent child. The parent is not the dependent of another individual and the child is only a dependent of the resident or the other, non-resident parent. If at any time Resident’s household is ineligible to participate in the LIHTC Program by virtue of this prohibition on full-time students, it will constitute good cause to terminate this Agreement. Resident shall notify Landlord immediately of any change in student status of any member of Resident’s household.

3. The Resident understands that the monthly rent is less than likely to be found in open market place. This lower rent is available because the Premises were constructed pursuant to Section 42 of the Internal Revenue Code of 1986 as amended. Every year, approximately 120 days before the anniversary date of Resident move-in, the Landlord may request the Resident to report the income (including a copy of the most recently filed federal income tax return) and composition of the Resident’s household and to supply any other information required or requested by the Landlord. If the Resident does not submit the required information by the date specified in the Landlord’s request, the Landlord may terminate this agreement and the Resident must vacate the Premises. Any failure by Resident to comply with the obligations in this paragraph is a material breach of this Agreement.

4. Resident hereby agrees and acknowledges that the total rent established for the unit is predicated on the current median income adjusted for family size as established by the U.S. Department of Housing and Urban Development and utility allowance established by the local housing authority or provider of utilities. Accordingly, when and if this median income is adjusted by the U.S. Department of Housing and Urban Development or the utility allowances are adjusted by the local housing authority or provider of utilities; the total rent for the Premises may be adjusted regardless of the lease termination date and in accordance with local law.

Resident

Date

Resident

Date

Agent for Owner

Date

EDGEWOOD PARK HOUSE RULES ACKNOWLEDGEMENT FORM

The following are the set of building rules:

- No use of illegal drugs in or near the premises. No distribution of illegal substances.
- No alcohol consumption in public areas of the building or in outdoor areas on the property.
- Out of respect for other residents, it is expected that all tenants keep the noise down between 11 pm and 8 am. During this period, no sounds from any unit should be audible in corridors or another resident's unit.
- Accessing tenants' units:
 - Property management will provide 24 hour notification prior to entering a tenant's unit unless an emergency situation requires immediate access.
 - Property management will however seek to access all units on a monthly basis to:
 - Inspect and perform extermination services for vermin infestation
 - Inspect smoke detectors and other emergency systems
 - Property management will seek the assistance of supported services for any evidence of significant housekeeping or related problems
- Pet policy
 - Pets are welcome in the building with Property Management's authorization (some breeds of dogs are not allowable due to insurance requirements)
 - A weight limit will be imposed on pets (25 pounds)
 - Pets must be leashed and controlled in public areas
 - Pets that threaten or attack residents will be required to be relocated
 - There is a limit of one pet per unit
 - No reptiles in the building
 - Dog owners are expected to clean up after their dogs both in the building if necessary and in any dog walk areas
 - An additional security deposit will be required of pet owners

EDGEWOOD PARK HOUSE RULES ACKNOWLEDGEMENT FORM

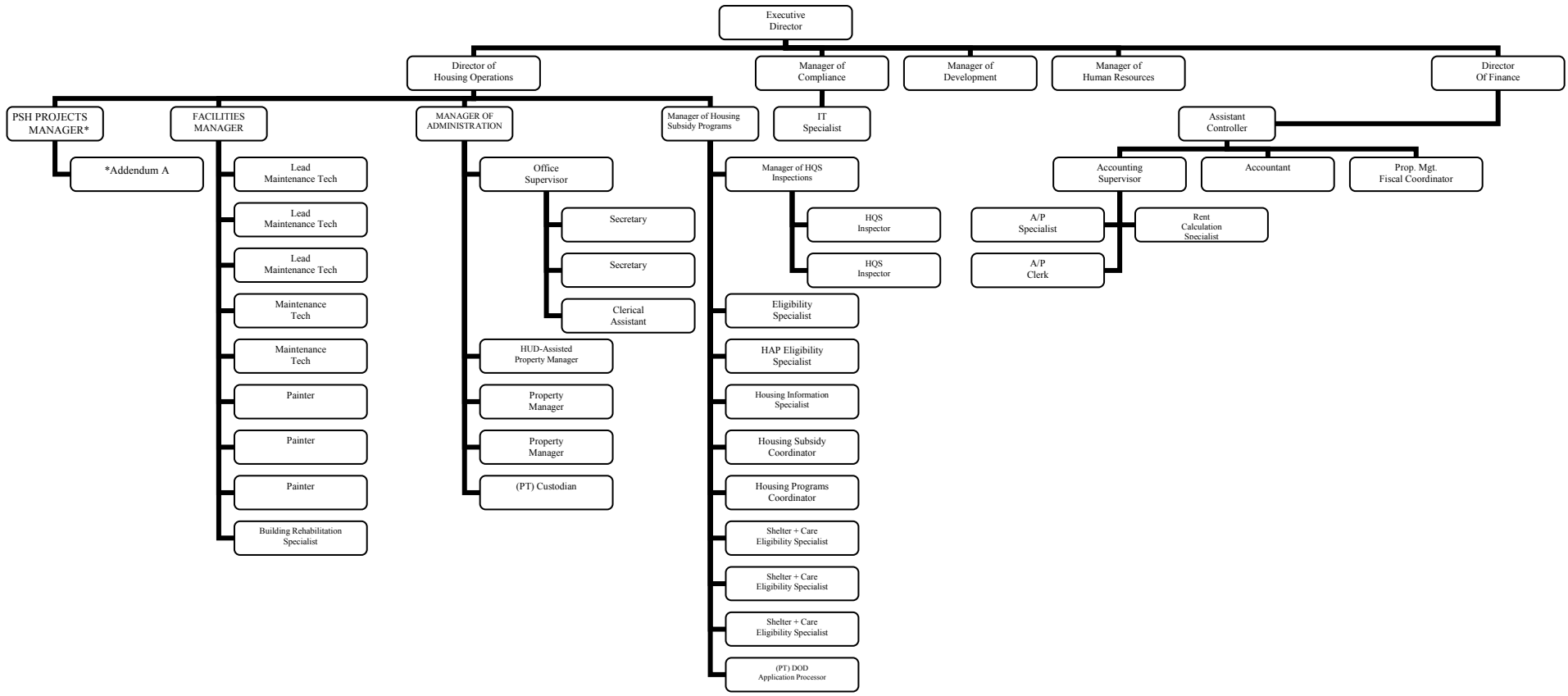
- Smoking
 - There are designated outdoor smoking areas
 - Smoking is not permitted in any public areas of the building
- No liquid filled furniture (e.g. waterbeds)
- No loitering will be permitted in public areas of the building or outdoors on the property
- Visitors Policy
 - All visitors must provide valid identification when entering the building, sign in to the visitors log and allow a copy of the identification to be made at the front desk
 - All visitors must be accompanied by tenant or staff when entering the building and/or when in public areas, visitors are not to be left alone in your apartment at any time
 - Tenant is responsible for their guest(s)
 - Overnight guest(s) of Tenant(s) are permitted to be in the building up to two weeks in any month
 - 24 hour notice must be given for an overnight guest. (Notice must be given by 12 midnight the day before to have a guest stay overnight the next day)
 - A visitor cannot stay with one tenant for 2 weeks and then stay with another tenant in the building for the remaining 2 week period of the month
 - Extended stays may only be accommodated with the prior consent of the property manager
 - No visitor can receive mail at Edgewood Park
 - The management retains the right to bar any guest from the premises
 - The management retains the right to limit the number of visitors in a unit
- Edgewood Park recommends renters insurance for all tenants; the building is only responsible for the unit itself and not for any personal belongings.

**EDGEWOOD PARK HOUSE RULES
ACKNOWLEDGEMENT FORM**

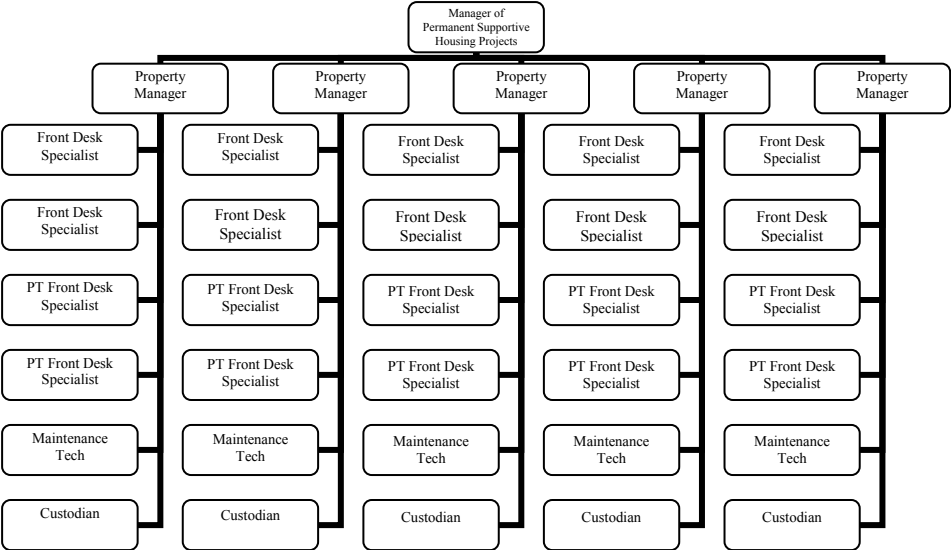
The Tenant hereby acknowledges the above rules and agrees to abide by them, indicated by their signature below.

Tenant Name	Tenant Signature	Date
-------------	------------------	------

Property Manager	Property Manager Signature	Date
------------------	----------------------------	------



Addendum A



EDEN INC.
Job Description

Title: Property Manager at Edgewood Park

Department: Property Management

Work Hours: 8:30 – 5:00; there may be evening and weekend hours and there is on-call coverage

Reports to: Manager of Permanent Supportive Housing Projects

SUMMARY

The Property Manager position is responsible for the direct oversight of The Edgewood Park project. This position has significant decision making, supervisory, administrative, asset management and tenant liaison responsibilities. The Property Manager of The Edgewood Park project must be committed to working collaboratively with our partner agencies toward the mutual goal of sustaining a safe, clean, and innovative supportive housing project that assists tenants to be active participants in the community, maintain housing and accessing high quality services. The Property Manager must attain a thorough understanding of the workings of the building, the responsibilities of a landlord, and the commitment to the goals and expectations of the partnership and the funders to teach and guide others in the application of good practice. This is central to the mission and goals of the project and the Property Manager should be able to effectively ensure staff productivity and the achievement of measurable outcomes and tenant satisfaction.

ESSENTIAL DUTIES

Program Management and Development

1. Demonstrate strong critical thinking skills in order to appropriately assess and respond to a diverse array of situations.
2. Identify problems and pro-actively participate in addressing them
3. Work proactively to create an effective working relationship with all supportive services staff
4. Work collaboratively as part of South Pointe on-site staff in identifying needs and problems of the project as a whole.
5. Know and adhere to agency/site policies and procedures.
6. Work collaboratively with Supportive Services to ensure uniform adherence to agreed upon policies and procedures.
7. Provide leadership that fosters cooperation between team members and partner agency.
8. Assist in resource development
9. Keep program managers informed of significant program or operations issues as they occur.

Building Operations

1. Participate in the tenant selection process, manage vacancies
2. Oversee compliance with the Low Income Tax Credit Program
3. Rent administration; responsible for the accuracy and timeliness of the rent collection process, prepares written correspondence and notifications on all rent related issues, work with tenant and supportive services to resolve the issues, serve as primary liaison with council on all rent related issues
4. Lease administration; regularly review front desk log, incident reports, work orders; prepares written correspondence and all notifications on lease related issues, work with tenants and supportive services to resolve the issues, serve as primary liaison with council on all lease related issues
5. Work with the Supportive Services to ensure compliance with the lease and policies and procedures for South Pointe; City, state and/or federal eligibility and/ or rent regulations; and all federal state, and local laws and codes that set basic sanitation, health, safety and environmental standards.
6. Provide supervision to front desk personnel and assist in the scheduling of outside contractors (e.g. exterminator, furnace repair, plumbers, etc)
7. Review and investigate incident reports, serve on incident review committee
8. Oversee fire and evacuation training, planning and operations
9. Provide on-call back-up for all building related emergencies

Community Building

1. Schedule, plan, advertise and facilitate resident meetings.
2. Coordinate resident holiday celebrations.

MINIMUM QUALIFICATIONS

A baccalaureate degree and three years of experience of comparable work experience in supportive housing, property management, or a related field, including at least one year in a managerial, supervisory or administrative capacity.

PREFERRED SKILLS

- Ability to work with diverse populations particularly those with special needs
- Flexibility, creativity and initiative to work both independently and as part of a collaborative team effort with supportive services professionals
- Superior organizational, verbal, writing and computer skills
- Understanding of budgeting and financial statements for multiple dwellings
- Ability to produce consistent results with minimal supervision
- Ability to handle multiple tasks simultaneously and to shift easily between various responsibilities
- Rent administration, facilities maintenance, and or housekeeping responsibilities in a multiple dwelling
- Knowledge of building operations (e.g. heating and HVAC)

EDEN INC. Job Description

Title: Front Desk Clerk – Edgewood Park

Department: EDEN Property Management

Work Hours: 24 Hour Position – full and part-time hours

Reports to: Edgewood Park Property Manager

SUMMARY:

The Front Desk Clerk provides a friendly, supportive presence and connection for tenants, visitors and service personnel while at the same time monitoring the building for problems and any safety concerns. Ensuring compliance with the policies and procedures of Edgewood Park, this position is responsible for observing and monitoring all building traffic while respecting the rights and privacy of tenants and guests.

ESSENTIAL DUTIES

1. Observe all incoming and outgoing building traffic.
2. Enforce visitor and guest sign-in/sign-out process. Check identification and or tenant/staff badges of all persons entering the building
3. Be familiar with the lease and policies and procedures for Edgewood Park
4. Maintain close communication with Life Skills Specialist, Property Manager and Program Manager.
5. Review Security Log and log all occurrences of note within shift and submit for Property Manager review
6. Create a welcoming, friendly but observant and professional tone in entrance areas.
7. Actively participate in fire and evacuation training, planning and operations
8. Assist any resident or visitor that may need physical help.
9. Respond to emergencies and call for assistance if necessary.
10. Complete incident reports for any problem that arises.
11. Work with on-call staff in event of a crisis
12. Provide first alert communication to supportive services and property management if any “at risk” tenant behaviors are observed.
13. Alert staff if there are signs of criminal or drug-related behaviors.

14. Possess working knowledge of closed-circuit cameras, phone system, alarm systems, clerical and filing work and computer data entry.
15. Communicates with Property Manager or Maintenance Technician regarding any observed maintenance or custodial needs in public areas.
16. Complete written report (log) at the end of each shift. Note any significant problems, incidents or good news.

QUALIFICATIONS

- Excellent communication and people skills.
- Knowledge of basic first aid
- High School Diploma or GED and basic literacy skills.
- Ability to work in a team-focused structure.
- Common sense
- Experience working with homeless and low-income individuals.
- Ability to produce consistent results with minimal supervision.
- Confidence in handling several different tasks at once.

EDGEWOOD PARK

Communications Policy

INTRODUCTION

Edgewood Park is an innovative partnership among three different non-profit organizations all seeking to fulfill a common mission: to provide permanent housing to formerly homeless people in a safe and secure environment combining essential on-site services with access to community based specialized services. Each of the partner organizations brings unique skills, which will enable Edgewood Park to serve those most in need of housing assistance in Cleveland.

This partnership consists of EDEN, Inc. serving as Property Manager, Mental Health Services (MHS) providing Program Management, mental health/chemical dependency case management, and employment services, and the AIDS Taskforce providing case management services. The involvement of multiple organizations requires an effective communication structure. The structure includes a process for periodic and regular meetings between on-site staff and senior management from the participating organizations.

Additionally, the participating organizations have two separate functions: EDEN Inc. as the property manager is responsible for management, maintenance, rent collection, security, etc. while the other two partners share in providing on-site supportive services. There is a tension inherent in the relationship between property manager and supportive services provider and the potential for strain among the two organizations engaged in providing supportive services. In these circumstances an effective communication policy is essential to the success of the project and to the delivery of quality services to residents.

POLICY

It is Edgewood Park's policy that all participating organizations have a clear communication structure including regular meetings, sharing of written communications and regular interaction among senior staff of the participating organizations.

PROCEDURE

Weekly Meetings

Regular on-site meetings at Edgewood Park should occur weekly. Participants will include the Property Manager, Program Manager, and Case Managers from the two service agencies. As appropriate, additional staff will be invited to attend the meeting. Each weekly meeting will discuss rent arrearages, incidents, new tenants, and any other topics that require the cooperation of the participating organizations. The front desk staff and maintenance staff will attend the meeting at least monthly, to focus on issues that they have extensive information about, such as issues with on-call, visitors and or maintaining of the apartments. Minutes of these meetings will be taken by participants on a rotating basis and distributed to senior staff at the participating agencies.

There will also be regular bi-monthly meetings between the Property Manager and the Program Manager to review key issues in the relationship, address policies and procedures, to make recommendations for changes, and to resolve conflicts between staff. The Managers of each agency will join this meeting on a monthly basis. The Associate Directors will meet at least quarterly and will join the monthly meeting for the first 3 months of operations.

Tenant Selection Round Tables

As part of the tenant selection, regular meetings are scheduled with all participants in the interviewing process. At a minimum a representative of all participating organizations will attend. All application information will be reviewed and decisions about acceptance and rejection will be made at this meeting. If the participants cannot agree or if the decision is challenged the final decision will be made by EDEN.

Written Communications

All written communications from the Property Manager to individual residents will be copied to the resident's Case Manager and Program Manager. This includes communications regarding overdue or missing rent payments and incidents and any other issues that might threaten the resident's occupancy. A log will be maintained by the front desk staff and will be available to both the supportive services and property management staff. The log will be reviewed by services daily. Communications from the case managers to the residents will not be shared with Property Management. These communications involve confidential information that can address disabilities, health concerns, or other personal issues not relevant to the Property Manager's responsibility of managing the property, collecting rent, and/or ensuring the quiet enjoyment of the premises by all residents. Case records for all tenants at Edgewood Park will be maintained by the case managers and kept on-site. Logs will be maintained by the front desk staff and will be regularly reviewed by all on-site staff. The APR for HUD reporting will be the responsibility of EDEN with input from the supportive services partners, MHS will be responsible for input into the HMIS system and EDEN will provide the data.

Telephone Communication

All partners agree to be available to the on-site staff at Edgewood Park. Calls from the Program Manager and Property Manager will be returned within 24 hours and all emergency calls will be answered immediately. The supervisory staff of each organization agrees to designate a back-up person who is familiar with the project to be on-call when the supervisory staff is not available.

Front Desk and Maintenance Alerts

Alerts are communications that require attention but are not yet at a level where the tenant would be sent a warning letter. This includes communication about frequent visitors, changes in schedules (tenant is up all night), noise complaints, changes in housekeeping skills, frequent repairs requested, or frequent complaints about other tenants. These issues should be documented in the Front Desk Log and be reviewed weekly with all partnering agencies. Copies of these alerts should remain on file in the event they must be used in court, as documentation of the problem and that attempts were made to remedy the situation. Alerts are sent to the Property Manager and Manager of PSH Projects and forwarded to all staff and all alerts are followed up on in the weekly meetings. Repeated violations will require the immediate attention of staff.

Quality Assurance Committee

Senior clinical or management staff of each participating organization will form the Quality Assurance Committee for Edgewood Park. The specific function of this committee is outlined in the Quality Assurance section of this manual. The QA Committee will meet no less often than quarterly and ensures that senior agency staff are informed and involved in maintaining an effective and high quality supportive housing program.

Change in Role of Any Partner

All partners have agreed to commit to this structure for a period of one year. Any change in the structure requires at least 90 days notice, in writing to all partners. Staff changes require consultation with the all parties. All partners agree that the evaluation of the partnership will begin at the six month milestone and a plan will be developed by the ninth month of operations.

EDGEWOOD PARK Charting

Property Management Staff and Support Services Staff will keep separate charts for Edgewood Park tenants. All charts are confidential.

Property Management

These files will be kept in the Property Manager's office in a locked file cabinet. The following are how the files will be divided:

- 1 - OHFA Certifications, Sworn Income /Asset Statement, Income
- 2 - Application and Attachments
- 3 - Lease and Addendums
- 4 - Move-in Inspection/ Annual Inspection
- 5- Subsidy Documentation
- 6 - Miscellaneous Items – Tenant Correspondence etc.

A copy of the Initial Tax Credit Certification paperwork will be given to Enterprise Community Partners and Cleveland Housing Network to have on file and a copy to EDEN headquarters to keep on record.

Support Services

These files will be kept in Social Service Staff offices in locked file cabinets. These files will contain clinical and housing related information for each tenant and only Support Services will have access to them. There will be 2 service providers on site – MHS (being the primary service provider) and ATFGC.

If a tenant is linked with the ATFGC, they will have 2 charts – one with that agency and a housing related chart for MHS. The housing related chart will contain:

- 1 – Intake Documents
- 2 – Release Forms
- 3 – Copy of Assessments
- 4 – Verification of Homelessness
- 5 – MHS Session Notes
- 6 - Housing Assessment Form
- 7 – Emergency Document
- 8 – Housing Service Plan

If a tenant has a mental health diagnosis and not active with the ATFGC, MHS will have clinical records in the chart as well. Case notes from the ATFGC workers will be filed in this section but will not be billable.

Tenants will be entered into MHS' system under 3 RU's:

1. Edgewood Mental Health
2. Edgewood Chemical Dependency
3. Edgewood AIDS Taskforce of Greater Cleveland

Edgewood Park – Application

Return To:
 EDEN Inc
 7812 Madison Avenue
 Cleveland, OH 44102
 216-961-9690

Who will live in the apartment:

Full Name	Relationship	Birth Date	Sex	Soc. Sec. #	*Full – Time Student

*A full-time student is defined as someone who will be a full-time student for five months this year, not necessarily consecutive.

Referring Agency: _____ Worker: _____

Phone No: _____ Fax: _____

1. Race

- | | |
|--|---|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Asian & White |
| <input type="checkbox"/> Native Hawaiian or Other Pacific Islander | <input type="checkbox"/> White |
| <input type="checkbox"/> American Indian/Alaskan Native & White | <input type="checkbox"/> Black/African American & White |
| <input type="checkbox"/> American Indian/Alaskan Native & Black/
African American | <input type="checkbox"/> Other Multi-Racial |

2. Ethnicity

Hispanic/Latino Non-Hispanic or Non-Latino

3. Are you a Veteran? YES NO

4. Marital Status: Single Married Divorced Separated Widowed

5. Are you currently homeless? YES NO

6. Are you staying in an emergency shelter? YES NO

7. Are you living on the streets (places not meant for human habitation)? YES NO

8. Have you been continuously homeless for one year or more? YES NO

9. Have you had at least 4 episodes of homeless in the past 3 years? YES NO

Current address:	
Home Phone:	Work Phone:
Date you became homeless:	

A. GENERAL INFORMATION

1. Do you have the right to legally enter into a lease? YES NO

2. Have you ever been convicted of a felony? YES NO
If yes, please explain:

3. Have you ever been evicted from a dwelling for any reason? YES NO
If yes, please explain:

4. Does anyone live with you now who is not listed on page 1? YES NO
If yes, please explain:

5. Does anyone plan to live with you in the future who is not listed on page 1? YES NO
If yes, please explain:

6. Would you benefit from a **handicapped accessible unit** even if there is an elevator in the building? YES NO
If yes, please explain:

7. Are there any other special needs you care to disclose that will allow us to better assist you as a resident? YES NO
If yes, please explain:

B. HOUSING REFERENCES (List ALL landlords during the past three years)

1. Present address: _____

Name of present landlord _____

Address of landlord: _____

Landlord's telephone no: _____

Length of time at present address: _____

Present monthly rent _____ Average monthly utility bills _____

If at present address less than three years, complete the following:

2. Previous address _____

Name of landlord _____

Address of landlord _____

Landlord's telephone no. _____

Length of time at this address _____

Monthly rent _____ Average monthly utility bills _____

Reason for moving _____

C. EMPLOYMENT OR OTHER INCOME SOURCES (List ALL sources)

1. Applicant's present employer(s) _____

Other adult's present employer(s) _____

Applicant's employer's address _____

Employer's phone no. _____ Type of business _____

Position _____ Supervisor _____

How long employed? _____ From _____ To _____

2. Applicant's present employer(s) _____

Other adult's present employer(s) _____

Applicant's employer's address _____

Employer's phone no. _____ Type of business _____

Position _____ Supervisor _____

How long employed? _____ From _____ To _____

3. Applicant's present employer(s) _____

Other adult's present employer(s) _____

Applicant's employer's address _____

Employer's phone no. _____ Type of business _____

Position _____ Supervisor _____

How long employed? _____ From _____ To _____

ANNUAL INCOME

Include anticipated income from all sources for the next twelve months.

Source	Applicant	Other	Other	Total
Gross Employment Income (Include overtime, tips, etc.)				
Net Income from Self – Employment and/or Business				
Social Security, Pensions, Annuities, Insurance Settlements				
Unemployment Compensation Severance Pay				
Workers Compensation Disability or Death Benefits, Veteran's Benefits				
Alimony, Child Support				
OWF or Other Public Aid, Recurring Monetary Gifts				
Other:				
Total Anticipated Income:				

D. ASSETS

All information should be calculated on an annual basis.

1. YES NO Do you have any of the following: checking or savings accounts, Money Market funds, Trusts, IRA/Keogh accounts, Certificates of Deposits (CD's), stocks, bonds, real estate, or other income-producing assets? If you answered YES, describe all such accounts

ASSET SUMMARY

Type of Asset	Account Number or Other Description	Where Held	Balance / *Fair Market Value (A)	Interest Rate	Income (B)
Total of Column (A)				Total of Column (B)	

*Fair Market Value is the value of the asset minus reasonable costs that were or would be incurred in selling or converting the asset to cash. These costs include: (1) penalties for early withdrawal; (2) broker/legal fees assessed to sell or convert the asset to cash; and (3) settlement costs for real estate transactions.

2. YES NO Do you own any stocks or bonds?
Type/Name _____

3. YES NO Do you own any real estate including a primary residence, farm, vacation home, vacant land, rental property, or other investments?
If yes please explain: _____
Certain documents such as an accepted offer to purchase, and/or an amortization schedule, may be requested.

4. YES NO Do you hold any personal property as an investment (i.e., coin collection or antique car)? **DO NOT include necessary personal items such as a car or furniture.**
If yes, explain: _____

Value: \$ _____

5. YES NO Do you have a safe deposit box?

6. YES NO Are any assets held jointly with a person who does not reside with you?

Which assets? _____

Held with whom? _____

What portion of the assets do you have access to? _____

7. YES NO Have you received any Lump Sum payments in the last 24 months? If yes, please indicate amount and explain:

_____ \$ _____

8. YES NO In the past two years, have you disposed of any assets for less than Fair Market Value?

Market Value Less Cash Received \$ _____

If yes, please explain _____

9. Enter Total Assets (A) from Box B, preceding page. \$ _____

10. Total amounts from questions 3 through 11.

TOTAL ASSETS \$ _____

E. PERSONAL REFERENCE (Excluding family members)

Name _____

Address _____

Phone No. _____

F. VEHICLE/DRIVER I.D.

1. Driver's License No. _____ State Issued _____

Car Make _____ Color _____ Year _____ Lic. No. _____

2. Driver's License No. _____ State Issued _____

Car Make _____ Color _____ Year _____ Lic. No. _____

G. EMERGENCY CONTACT (Please list someone in the immediate area if possible.)

Name _____

Address _____

Phone No. _____

H. SIGNATURE CLAUSE

I certify that answers given herein are true and complete to the best of my knowledge. I authorize investigation of all statements contained in this application for residency as may be necessary. I understand that any misrepresentations may result in the denial of my application. I authorize Edgewood Park (EDEN Inc), its subsidiaries, and its agents to investigate my credit worthiness through any credit bureau or other reasonable means. I have read this application and understand it.

This application is not a rental agreement, contract or lease. All applications are subject to the approval of the owner or managing agent.

It is our aim to ensure that this community is a drug free zone. The use and sale of controlled substances will not be tolerated. **By signing this application form, I verify my support for this policy.**

ALL PERSONS DESIGNATED AS HEAD OR CO-HEAD(S) MUST SIGN BELOW:

Signature

Date

Signature

Date

IMPORTANT NOTE: Please include a complete, signed copy of your previous year's federal tax return with this application.

Office Use Only:

(1) Date of Interview: _____

(2) Desired Apt. # _____

(3) Desired Move-in Date: _____

EDGEWOOD PARK HOMELESS VERIFICATION FORM

Applicant Name:	
Date Form Completed:	
Referral Agency:	
Contact Name:	Contact Phone Number:

SHELTER PLUS CARE PROGRAM ELIGIBILITY

- On the Street
- Emergency Shelter
- Living in places not meant for human habitation (ie. car, abandoned building, building w/o utilities, etc.)

CHRONIC HOMELESSNESS

- Yes
 - 4 or more episodes over the last 3 years
 - 1 year or more homeless this episode
- No

VERIFICATION LETTERS

Attached verification letter of homeless status on agency letterhead signed by agency representative.

- Yes No

HOMELESS VERIFICATION REQUIREMENTS

Living on the street; living somewhere not considered human habitation

- Sign and dated statements validating situation on letterhead from outreach workers and organizations that assisted the person in the recent past **OR**
- Applicant should prepare a written narrative of the situation of how they came to be and are residing on the street **OR**
- Written verification signed and dated on letterhead from referring social service organization or outreach worker providing information regarding where the person has been residing.

In an emergency shelter

- Verification signed and dated on the emergency shelter letterhead documenting where the person has been residing.



EMERALD DEVELOPMENT & ECONOMIC NETWORK, INC.

Kathryn Kazol, Executive Director



EDGEWOOD DISABILITY VERIFICATION

FROM: EDEN, Inc. 7812 Madison Cleveland OH 44102

ATTN: Mary Laura Bowers

REFERRING AGENCY: _____

SUBJECT: Verification of Disability

APPLICANT NAME _____

DOB: _____ LAST 4 DIGITS OF SOC SEC # _____

This person has applied for housing assistance through EDEN. EDEN is required to verify all information that is used in determining this person's eligibility or level of benefits.

We ask your cooperation in providing the following information and returning it to the person listed at the top of the page. Your prompt return of this information will help to ensure timely processing of the application for assistance. The applicant/tenant has consented to this release of information as shown above.

INFORMATION BEING REQUESTED

For each numbered item below, mark an "X" in the applicable box that accurately describes the person listed above.

1. YES NO Has a physical, mental, or emotional impairment that is expected to be of long-continued and indefinite duration, substantially impedes his or her ability to live independently, and is of a nature that such ability could be improved by more suitable housing conditions.

2. YES NO Is a person with a developmental disability, as defined in Section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001(8)), i.e., a person with a severe chronic disability that:

- A. Is attributable to a mental or physical impairment or combination of mental and physical impairments;
- B. Is manifested before the person attains age 22;

A Housing Resource and Development Agency

7812 Madison Avenue, Cleveland, OH 44102 (216) 961-9690 FAX (216) 651-4066
Shelter Plus Care FAX (216) 651-6692 www.edeninc.org info@edeninc.org
TDD/TTY: 1-800-545-1833, ext. 873



EMERALD DEVELOPMENT & ECONOMIC NETWORK, INC.



- C. Is likely to continue indefinitely;
- D. Results in substantial functional limitation in three or more of the following areas of major life activity;

- (1) Self-care,
- (2) Receptive and expressive language,
- (3) Learning,
- (4) Mobility,
- (5) Self-direction,
- (6) Capacity for independent living, and
- (7) Economic self-sufficiency; and

- E. Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services that are of lifelong or extended duration and are individually planned and coordinated.

3. YES NO Is a person with a chronic mental illness, i.e., he or she has a severe and persistent mental or emotional impairment that seriously limits his or her ability to live independently, and whose impairment could be improved by more suitable housing conditions.
4. YES NO Is a person whose sole impairment is alcoholism or drug addiction.

NAME AND TITLE OF PERSON
SUPPLYING THE INFORMATION

FIRM/ORGANIZATION

SIGNATURE

DATE

=====

RELEASE: I hereby authorize the release of the requested information. Information obtained under this consent is limited to information that is no older than 12 months. There are circumstances that would require the owner to verify information that is up to 5 years old, which would be authorized by me on a separate consent attached to a copy of this consent.

Signature

Date

Note to Applicant/Tenant: You do not have to sign this form if either the requesting organization or the organization supplying the information is left blank.

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Shelter Plus Care FAX (216) 651-6692 www.edeninc.org info@edeninc.org
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EMERALD DEVELOPMENT & ECONOMIC NETWORK, INC.

Kathryn Kazol, Executive Director



EDEN SUBSIDIZED HOUSING AFFIDAVIT

To: STATE OF OHIO, COUNTY OF CUYAHOGA

From: _____

RETURN THIS VERIFICATION TO THE PERSON LISTED ABOVE

Subject: BACKGROUND AND RECORD RELEASE STATEMENT:

Name _____

Address _____

City, State & Zip _____

D.O.B. _____ SSN: _____

This person has applied for housing assistance under a program through EDEN. EDEN is required to verify all information that is included in determining this person's eligibility or level of benefits.

Information being requested: A criminal background check is being completed via First Advantage SafeRent which includes a statewide search and multi state sex offender search.

Completed by: _____ Phone: _____

Title: _____ Date: _____

RELEASE: I hereby authorize the release of the requested information. Due to the eligibility guidelines established by EDEN regarding criminal activity I further understand that they will be verifying information up to 5 years old.

Signature

Date

Note to Applicant/Tenant: You do not have to sign this form if either the requesting organization or the organization supplying the information is left blank.

PENALTIES FOR MISUSING THIS CONSENT:

Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government. HUD and any owner (or any employee of HUD or the owner) may be subject to penalties for unauthorized disclosures or improper uses of information collected based on the consent form. Use of the information collected based on this verification form is restricted to the purposes cited above. Any person who knowingly or willingly requests, obtains, or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages and seek other relief, as may be appropriate, against the officer or employee of HUD or the owner responsible for the unauthorized disclosure or improper use. Penalty provisions for misusing the social security number are contained in the Social Security Act at 208 (a) (6), (7) and (8). Violations of these provisions are cited as violations of 42 USC 408 (a) (6), (7) and (8).

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EDGEWOOD PARK

Tenant Selection and Eligibility Policy

INTRODUCTION

To ensure that housing and services are provided for prospective tenants in a manner that is free from discrimination and bias in compliance with the standards of each contracting agency, and adheres to all local and federal laws, Edgewood Park has instituted a tenant selection plan that meets the needs of prospective tenants and the community while satisfying the requirements of each funding source.

POLICY

All tenant selection decisions will be demonstrably free of any bias related to race, color, creed, age, national origin, religion, sexual orientation, marital status, gender, disability, HIV status. The selection process is based on each applicant's ability to assume the basic obligations of tenancy, including paying rent, and maintaining an apartment free of fire and safety hazards. As Edgewood Park is a supportive housing project, the housing needs of an individual and the ability of Edgewood Park to meet these and related services needs are the primary factors influencing the tenant selection process. Additionally, factors such as ensuring the safety and well being of project residents and the surrounding community will be taken into consideration in any admissions decisions.

Edgewood Park is a Housing First project. Housing developed under this initiative is intended for long-term homeless single adults who have experienced multiple barriers to obtaining and maintaining housing.

All Edgewood Park residents must meet the eligibility standards set forth by the appropriate contract agency. This includes the US Department of Housing and Urban Development and requirement established by the Internal Revenue Service for the Low Income Housing Tax Credit program.

The primary requirements to be met are:

- Residents must meet HUD's definition of homelessness (provided below)
- 100% of residents must meet HUD's definition of chronically homeless
- As a permanent housing project for the formerly homeless, all residents must have a 'disabling condition' as defined by HUD and meet the requirement that prior to being housed were living on the streets or in the shelter system, or if they were resident in transitional housing, resided on the streets or in the shelters prior to being in transitional housing.

PROCEDURE

Outreach Process

In order to assure broad based access to the housing provided, outreach to shelters and street outreach programs will be conducted by the supportive services partners. All programs participating in the continuum of care will be included and the property manager will place ads in various publications. The supportive services teams will inform providers and potential applicants about the tenant selection process and assist applicants in securing the needed documents. Targets for applications and signed leases will be set by EDEN, and EDEN reserves the right to conduct additional outreach efforts if the applications received do not meet the targets.

Application Process

All applicants must submit an application to Edgewood Park; this includes basic identifying information, housing history, income information, employment information, sources of income, assets, if they are a full-time student, criminal background check, and references. Attached to the application will be a landlord verification form (or a program verification form), employment verification and 4 most recent pay stubs, verification of benefits, verification of pension or annuities, and a copy of last years tax returns.

Applications will be accepted by mail or can be hand delivered. All applications will be date stamped and screened for eligibility. If the application is incomplete or found to be ineligible the applicant will be informed in writing. If the application is incomplete the applicant has 10 working days to submit the needed paperwork to complete the application. If the applicant is found to be ineligible, the applicant has a right to appeal. Appeals process follows.

Interview Process

Management Interview

The management interview will review the rights and responsibilities of tenancy. Discussion will focus on past barriers to maintaining tenancy and how the situation has changed. Landlord or program history, credit and criminal histories and the effect on tenancy will be discussed. Persons with certain felony histories will be excluded; all decisions will be subject to appeal.

Supportive Services Interview

An overview of available services and activities in the building will be provided. Supportive services interview is designed to assess and assist applicants to develop a plan using both on-site and off-site services resources to address issues that have interfered with tenancy in the past.

Round Table

Information gathered through the application and at the interviews will be reviewed in a round table discussion, including both supportive services staff and property management. If a decision cannot be made, a review will be conducted by the directors of property management and supportive services. If at this point a decision cannot be reached EDEN Inc. will make the final decision.

- **Acceptance Process** The date of acceptance is only at the point where the applicant receives an acceptance letter from EDEN Inc.
- If an applicant is not accepted by Edgewood Park, the supportive services staff will make

a referral/s to an appropriate agency or provide a list of alternative housing/programs.

- Edgewood Park staff must retain a file of all applicants interviewed, the applicants not seen as able to maintain tenancy and as needing an alternative service and document the reasons for this decision. The documentation must include the name of the applicant, date of telephone contact or face-to face screening, the reason for not accepting the applicant for housing, the disposition of the applicant to include any referrals made. If there is an appeal, this will also be documented in the file.

Eligibility

- Minimum age 18 years old for single units.
- All residents must meet the following definition of homeless: “A person is considered homeless only when he/she resides in one of the two places described below. For new and renewal projects, persons assisted with permanent housing [Edgewood Park] must be homeless and come from:
 - a. Places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings; or
 - b. An emergency shelter;
- Additionally, 100% of the residents of Edgewood Park must be Chronically Homeless. HUD defines Chronically Homeless people as:
 - ”A person who is chronically homeless is an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR who has had at least four (4) episodes of homelessness in the past three (3) years. In order to be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency homeless shelter. An episode of homelessness is a separate, distinct, and sustained stay on the streets health issues and are at risk for homelessness. A chronically homeless person must be unaccompanied and disabled during each episode
 - All Edgewood Park residents must have a ‘disabling condition’. A disabling condition is defined as a ‘diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability including the co-occurrence of two or more of these conditions.’ A disabling condition limits an individual’s ability to work or perform one or more activities of daily living. Priority will be given to persons with mental illness, chemical dependency, and HIV/AIDS.
- A background check is conducted to obtain a criminal records history. Grounds for an applicant to be denied housing would be:
 - a. Conviction for a sexually related offense and resultant listing on the Sheriff’s office list of sexual offenders.
 - b. Felony conviction for a violent crime with in the past three years or a demonstrated pattern of violent behavior as evidenced by repeated misdemeanor offenses.
 - c. History of arson or fire setting.

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- d. Felony conviction for manufacturing and/or distribution of illegal drugs within the last three years.

Appeals Process

As a subset of the Quality Assurance committee there will be a grievance and appeals committee. The appeals committee will include one senior staff member from the Property Management and one senior staff member from one of the Supportive Services Providers. Appeals will be submitted in writing and will be reviewed with the tenant selection materials, summaries of the interviews and the minutes of the round table discussions. Decisions made on appeals will be provided to the applicant in writing and become part of the record. Applicants have the right to file a grievance with the funding agencies as well.

Tenant Intake Flow Chart

Task	Actions by Property Management	Actions by Supportive Services
Outreach	<p>Prepare descriptive materials on project</p> <p>Notify Continuum of Care regarding available units</p>	<p>Train/educate all staff regarding project including eligibility criteria and project objectives</p> <p>Ensure that all outreach staff are knowledgeable regarding Housing First model</p>
Application	<p>Distribute and collect applications for housing</p> <p>Assist applicants in completing applications</p>	<p>Provide support/assistance in completing applications</p> <p>Provide Referrals to Project</p>
Information gathering	<p>Verify information provided</p> <p>Obtain housing history reference, if possible</p> <p>Check county sex offender registry</p>	<p>Obtain clinical information to verify that project will be able to address needs of potential tenant</p> <p>Work with applicants to gather information needed in pre-application check list</p> <p>Complete disability, homelessness and income verification forms</p>
Assessment	<p>Determine whether there are any issues in applicant's background/history that would provide a cause for not offering housing</p>	<p>Determine whether applicant (with support) will be able to live independently and able to assume responsibilities of tenancy</p>
Admission Decision	<p>Participate in joint application review Based on information provided and assessments conducted by property management and supportive services, decide whether to accept applicant.</p> <p>For accepted applicants, convey decision, arrange and coordinate move-in process</p> <p>For rejected applicants, convey information regarding decision to applicant, offer suggestions on other housing options, and review appeals process</p>	<p>Participate in joint application review</p> <p>Follow-up with accepted tenants to offer support (as-needed) in move-in process</p> <p>Offer information on alternative housing options, explain appeals process, and offer assistance</p>

Appeals Process

Explain to applicant process for appealing decision: information must be provided that would mitigate grounds for tenancy having been denied

Offer assistance in compiling/preparing information to be used as basis for appeal of decision

Review additional/mitigating information provided by applicant

Additional materials to be reviewed by staff not involved in initial admission decision or staff subordinate to those who made the initial decision

Participate in appeal process, review materials submitted, and confer with property management

Final decision on admission made

EDGEWOOD PARK

Eviction/Non-Renewal of Lease Policy

INTRODUCTION

EVICTION is defined as the legal process by which the housing provider forces a tenant or other occupant to move out of the property involuntarily and usually permanently. NON-RENEWAL OF LEASE is defined as the process where a landlord or housing provider refuses to renew a tenant's lease.

POLICY

It is the policy of EDEN, Inc. to legally follow the laws governing tenant/landlord relations in the state of Ohio and the various communities of Cuyahoga County, and to abide by the 1988 Federal Fair Housing Act. In the event a tenant breaches their lease, the following procedures will be followed.

Grounds for eviction include non-payment of rent. EDEN Inc. tenants are expected to pay their rent on time, maintain their unit properly, respect the rights of their neighbors and abide by the terms of their lease.

EDEN, Inc. reserves the right to not renew leases for the following reasons:

- Non-payment of rent
- Use or sale of illegal substances on the premises.
- Malicious destruction of property.
- Acts of violence against other tenants, employees and/or agents of EDEN, Inc.
- Use of firearms or storage of firearms on premises.
- Participating in illegal acts on premises.

PROCEDURE

Staff of EDEN, Inc. will adhere to the following procedure when responding to the eviction process.

The tenant will be sent a certified letter (time line) informing him/her of EDEN, Inc.'s intent to take legal action regarding eviction. A copy of the letter and receipt of postal certification will be retained on file. A copy of the letter will be sent to support services.

RESPONDING TO UNTOWARD BEHAVIOR – In responding to illegal behavior on EDEN, Inc. premises, the tenant will be notified by certified mail of the intent not to renew his/her lease no later than 30 days prior to the lease end. The letter should indicate the reason for the non-renewal and the date the tenant needs to vacate the unit and a record kept on file.

Upon verification of Illegal behavior on the premises, EDEN, Inc. staff will notify appropriate authority and document disposition.

In the event of other nuisance behavior, (e.g. excessive noise) the following warning process will take place.

- Initial complaint: Face to face/phone contact with tenant(s) to substantiate complaint. If true, verbal warning given to tenant and resolution discussed. Send letter to tenant and Community Support Program Worker stating complaint and resolution. A copy of the letter will be retained by EDEN, Inc.
- 2nd complaint: If complaint is about the same issue as initial complaint, written warning will be given to tenant(s). A meeting will be set up between tenant(s), EDEN, and Community Support Program Worker to discuss complaint and reach a resolution of the problem.
- 3rd complaint: 2nd written warning will be given to tenant(s) if it's regarding the same issue (one more complaint within one year time frame from initial complaint and non-renewal given). If it is regarding a new issue, a new written warning will be given.
- 4th complaint: Non-renewal of lease given if about same issue as above or third written warning about new issue.

A tenant has to receive two (2) written warnings within one year's time frame regarding the same issue or three (3) written warnings about different issues to receive a non-renewal of lease.

After one year's time, the warnings will expire and the tenant(s) will have a clean slate.

If a tenant refuses to move out by the end of the thirty-day period given on non-renewal of lease notice, eviction proceedings will begin.

Rent Arrears/Coll ection Flow Chart

Calendar Date	Actions by Property Management	Actions by Supportive Services
1st of Month	Rent notices delivered to tenants by this date	
3rd of Month	Management prepares list of tenants with unpaid rent status	Services receives copy of unpaid rent
3rd to 10th	Management tracks rent payments; notifies services of any payments	Services contacts all tenants in rent arrears, se identify issues causing nonpa
10th of Month	Late payment notice delivered to tenant;	Services seeks to engage tenant and assess si
10th of 2nd Month	3 Day Eviction Notice is Issued	<p>Possible a</p> <ol style="list-style-type: none"> 1. Assist in resolving benefit/entitlement 2. Address employment related 3. Provide assistance in accessing emergency pay 4. Help tenant to develop repayme <p>5. Services unable to engage tenant or unable to d res</p> <p>6. Services discusses alternative housing arrange with</p>
14th of Month	<p>Joint meeting with services</p> <p>Late fee notice issued to tenant</p> <p>Joint meeting to review status and decision to proceed</p>	<p>Joint meeting with manag</p> <p>Services pursues actions 1-6 identified</p> <p>Tenant advised of right to seek legal se</p> <p>Tenant advised of right to seek legal se</p> <p>Services pursues actions 1-6 identified</p>
6 weeks	Letter from agency attorney sent to tenant notifying of intent to seek dispossess	<p>Copy of attorney letter sent to se</p> <p>Services continues to pursue possible resolutio identified</p> <p>Services seeks to identify alternative h</p>
7 weeks	<p>Management through attorney has court summons issued for rent delinquent tenant</p> <p>Repayment plan can no longer be entered into between management and tenant</p> <p>Court authorizes eviction or develops stipulated agreement between management and tenant</p>	<p>Services receives copy of court sur</p> <p>Services reviews court process with tena encourages tenant to obtain legal assistance haven't a</p> <p>Alternative housing options reviewed with</p>

Hold Over / Lease Violation Flow Chart

Timeframe	Actions by Property Management	Actions by Supportive Services
Date of Incident	Management documents incident and sends tenant Verbal warning, cc'd to supportive services. Management letter instructs tenant to "cure" violation (i.e. excessive clutter) or stop behavior and avoid a reoccurrence (noise).	Supportive Services receives copy of incident
Within 1 year	If a second complaint has occurred then Management letter instructs tenant to "cure" violation (i.e. excessive clutter) or to stop behavior and avoid a reoccurrence (noise) provides time frame if not corrected a 1st Written Warning is given at this time cc'd SS staff, A meeting will be set up between tenant, EDEN and SS staff.	Services contacts tenant to discuss incident, offers assistance, explains process of eviction
Within 1 year if tenant has received 2 written notices regarding same issue or 3 written notices regarding different issues	If violation is continuing or reoccurs 2nd Written notice is issued cc'd SS staff, if the behavior/incident occurs again then a non-renewal of lease is given and our lawyer would be notified on the intent of evicting the tenant, cc'd SS staff. Property management may accept a plan developed with supportive services to stop the process	Services seeks to engage tenant and assess situation Possible actions: 1. Assist in resolving issues develop a plan with time frames 2. Provide assistance in accessing emergency assistance 3. Services unable to engage tenant or unable to develop resolution 4. Services discusses alternative housing arrangements with tenant
Second week of month	Team Meeting -- Review of all tenants with rent arrears, lease violations or incident reports	Team Meeting -- services reviews all Incident Reports with management; assesses and reports on possible services response
Within 10 days of letter of intent	3 Day Letter is issued; tenant advised that lease violation will be referred to agency attorney, who will begin process seeking eviction Tenant advised to seek legal Services copied on all notifications	Services seeks to intervene, encouraging tenant to seek legal assistance and providing referral for legal help; effort is also made to get tenant to access emergency assistance Services seeks to identify alternative housing

17th day of next month	Management through attorney has court summons issued for rent delinquent tenant	Services receives copy of court summons
After issuance of court summons	Plan to cure violation can no longer be entered into between management and tenant Court authorizes eviction or develops stipulated agreement between management and tenant	Services reviews court process with tenant and encourages tenant to obtain legal assistance if they haven't already Services assist tenant to follow court stipulation Alternative housing options reviewed with tenant

**Letter of intent includes steps resident must take:

1. Cure within 10 days.
2. Contact property manager
3. Recommend Contact with Edgewood Park Social Service Team

EDGWOOD PARK Maintenance and Repairs Policy

POLICY

It is the policy of EDEN that all residential units be maintained in satisfactory conditions, in compliance with all local building codes and requirements and in accordance with housing quality standards established by the Department of Housing and Urban Development. Preventive maintenance will be conducted according to an established schedule with the goal of maintaining and extending the useful life of all building components. Emergency repairs are to be conducted as soon as is practicable to minimize inconvenience and disruption to residents. Routine and regular repairs shall be accomplished in a reasonable timeframe while also minimizing resident inconveniences. Depending on the nature of the maintenance required, it will either be conducted by EDEN staff or by appropriated licensed and trained outside contractors.

PROCEDURES

1. Maintenance hours. Non-emergency repairs will be conducted between the hours of 8:30 – 5:00pm Monday - Friday. Hours and days of operations are subject to change. Exceptions to this policy will only be made in the event that the residents are unavailable during this period and insist on being present while the maintenance is conducted. There is always a Maintenance Technician on call 24 hours a day for maintenance emergencies. (See EDEN Maintenance Procedures for specific info)
2. Policy for entering units for maintenance. EDEN will provide notice of the intent to enter a unit to conduct a repair no less than 24 hours prior to entering the unit. Prior to physically entering any unit, staff shall knock and wait a sufficient amount of time to allow the resident to open the door. Only after knocking and waiting a sufficient time for a response, shall staff use pass keys to enter the unit. This policy must be followed unless there is an emergency situation, which is limited to: damage to the unit or neighboring units, damage to the property, or risk of injury or death. If the unit has been entered in an emergency situation, maintenance must leave behind written notification that it was in the unit and an explanation as to why. Maintenance must confirm with the Property Manager that appropriate notice has been given to resident prior to entering the unit.
3. Turnover Time for Vacant Units. It is EDEN's policy that units that are vacated will be prepared for new residents within a two week time frame of their becoming vacant. Property management will immediately notify maintenance whenever it receives a 30 day notice. Upon receipt of that, maintenance will issue a 24 hour notice to enter the unit to assess maintenance needs. At that time supplies will be ordered and arrangements made with

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outside contractors (if necessary) so as to ensure that the two-week time frame can be met.

4. Maintenance Work-orders. Work-orders will generally be called into the property management office. The appropriate work-order form will be completed and prioritized by the Maintenance Technician. There shall be three priorities: 1) emergency – requires immediate attention; 2) apartment turnover – which requires action within the 2 week timeframe; and 3) routine, which make take up to 30 days to complete. Work-orders shall be maintained in the Work-order Database; completed work must be signed off on.

EDGEWOOD PARK

Emergencies Policy & Procedure

INTRODUCTION

Safety is of the utmost importance to Edgewood Park. The following outlines the policy and applicable procedures for the management of emergencies including fire, disasters behavioral and medical emergencies. These have been implemented to ensure that each staff member understands and observes every precaution to remain safe and to protect the safety of all residents.

POLICY

The following policy and applicable procedures must be reviewed with new staff members during their first week of employment. The policy must be reviewed by all current staff members on a yearly basis. It is imperative that every staff member is aware of procedures to take during a potential emergency. Prompt and appropriate action by staff is essential in an emergency to protect the health and well being of residents and staff.

There are a number of emergency situations that will require immediate and appropriate action by staff. These include:

- Medical Emergencies
- Behavioral Emergencies
- Non-Imminent Dangers
- Fire Safety
- Evacuation

The procedures below detail the actions to be taken by staff in assessing and responding to emergencies. In certain instances, the emergency will require the evacuation of the facility in order to fully protect residents and staff. The procedures for building evacuation are also outlined in this section.

PROCEDURES

Medical Emergencies Procedure

The first step in any emergency is to assess the situation to determine the severity of the emergency. Any emergency (medical, behavioral, fire or disaster) involving an immediate danger – meaning that the absence of immediate response could lead to loss of life or injury – demands the immediate notification of appropriate emergency responders.

The following criteria are to be used by staff to identify medical conditions where an immediate danger is present:

Criteria for Identifying Medical Emergencies

Any of the following conditions could indicate a serious medical emergency:

- Difficulty breathing
- Pain in the chest
- Numbness on one side of the body
- Profuse bleeding
- Severe Pain
- Feeling faint or loss of consciousness
- Seizures
- Extremely high or low blood sugar
- Extremely high or low blood pressure
- Extremely high or low temperature
- Excessive thirst and/or urination
- Confusion or disorientation
- Inability to walk

The first action by staff in any situation involving immediate danger is to seek immediate assistance. The following criteria are to be used by staff when responding to a medical emergency.

Procedures to Follow When a Medical Emergency Occurs

- Call 911 immediately
- Call other staff to help, notifying Program Manager and Property Manager as soon as possible
- Follow instructions of the 911 operator
- Have another staff member gather resident information, including medical information, medication regimen, , Medicaid number, date of birth
- Have another staff member generate a letter with nature of observed presenting symptoms and include contact name and telephone number
- Keep resident calm while waiting for ambulance
- Clear other tenants from the area
- Provide relevant information to paramedics
- If the emergency occurs outside of the hours in which supportive services staff are present at the facility, the front desk/security staff should contact the supportive services staff member 'on-call' as soon as the emergency situation has stabilized sufficiently to permit the call

- Where appropriate, accompany resident to hospital or if not possible, follow up by telephone
- Document incident including badge numbers of paramedics, police or fire department personnel in log book

Behavioral Emergency Procedures

Edgewood Park houses many individuals with behavioral health services needs and/or persons who may experience high-risk situations that require immediate attention.

Identifying Behavioral Emergencies and High Risk Situations

The following criteria should be used to identify immediate behavioral emergencies.

- Resident is loud and threatening and does not respond to request to calm down
- Resident has a weapon such as a knife or a gun or a sharp or heavy object
- Resident is attempting to block the exit by standing in front of it and refusing to move
- Resident is throwing things
- Resident looks extremely angry
- Resident is obviously under the influence of alcohol or another drug and is very disruptive

Procedures to Follow When a Behavioral Emergency or High Risk Situation is Identified

- Get yourself and other staff members and residents out of the area immediately
- Call 911. (Tell them that this is an emotionally disturbed person (EDP) who is threatening to harm others.)
- Alert all staff members that there is an emergency situation
- Stand where you can see the resident but keep some distance
- Stand near an exit so you can flee if necessary
- Remain calm and speak in a soft tone of voice in order to avoid further escalation of the situation
- Avoid physical contact with the tenant
- Find out where tenant is being taken
- If the emergency occurs when supportive services staff are not present in the facility, as soon as the situation has stabilized sufficiently to make a telephone call, notify the 'on-call' supportive services staff member
- Give police or paramedics information about the tenants observed behaviors and emergency contacts
- Record badge numbers of paramedics and police

- If resident is agitated, staff member(s) should not accompany him/her in ambulance. Follow up by telephone with the hospital or police department until there is a disposition

Non-Imminent Danger Situations Procedures

Edgewood Park may experience tenants who present with non-imminent danger but are still in need of assistance and outreach. The following procedures should be followed when responding to these types of situations.

Procedures in non-imminent danger situations.

If the health or behavioral situation has been assessed to not constitute an immediate danger, the following procedures should be followed. Situations of non-imminent danger include: verbal arguments or threats, psychotic episodes, intoxication, and individuals displaying behavior that indicate agitated states or emotional turmoil. These situations require careful and close monitoring by staff as there is always the possibility of their escalating to immediate danger situations.

The goal of staff action in these situations is to de-escalate the conflict or crisis. The following procedures should be followed:

- Immediately inform a co-worker or supervisor. If the situation occurs when there is only a single staff member present, notify the on-call supportive services staff member.
- Maintain a calm and non-threatening manner. Do not engage in hostile or threatening verbal exchanges.
- If there is more than one person involved, attempt to separate the parties. Seek to have all onlookers leave the area.
- Present options for the resolution of the conflict/situation.
- Continue to assess the situation to determine whether the assistance of emergency personnel is required.

Fire Safety Procedures

Ensuring safety from fire is a primary responsibility of all staff: property management and supportive services. Maintaining fire safety requires fire prevention and quick and appropriate action in the event of a fire emergency. Key elements of fire safety include regular inspections to identify and address potential fire hazards, fire drills to ensure that staff and residents know what to do in an emergency, and prompt and appropriate response in the event of an emergency situation.

Fire drills are the responsibility of the on-site Property Manager, or designee. In addition, the Director, or designee, must ensure that an annual fire prevention inspection occurs.

Fire Inspections

It is the responsibility of the Property Manager (or designee) to ensure that fire prevention inspections occur on an annual basis. The Property Manager or designee should seek one of the following:

- A general fire prevention inspection by the Fire Department, or
- A general fire prevention inspection by a private firm which is approved or certified by the Fire Department.

These requests along with documentation of the inspection should be maintained in Edgewood Park's central files.

Fire Drills:

The Property Manager, or designee, is required to ensure that timely fire drills are conducted a minimum of twice annually or more often as required by regulation. These drills should be recorded in a fire drill log documenting the date and time of each drill.

It is also the responsibility of the Property Manager (or designee) to ensure that designated personnel are trained to act as Fire Marshals. Fire Marshals have responsibility for: conducting fire drills; familiarizing staff with fire exits and use of fire escapes; use of fire extinguishers; and if applicable, fire alarm systems. In addition, Fire Marshals should:

- Check that fire extinguishers are in working order
- Conduct training and education for staff and residents about fire safety
- Maintain the fire drill log

Evacuation Procedure

In the event of an emergency requiring evacuation, staff members should attempt to maintain calm and keep full control over the evacuation procedure. This will serve to decrease the level of excitement or fear that residents may experience. To the degree possible, staff should attempt to keep residents grouped together.

The front (security) desk shall always keep a list of all residents who may require assistance in the event of an emergency evacuation. This shall include residents who have mobility or cognitive impairments that could limit their ability to safely evacuate in an emergency. If building staff has been unable to assist these residents prior to the arrival of emergency responders, staff on duty should present this information to fire and/or police personnel as soon as they arrive.

On duty staff members are responsible for helping those that need assistance, particularly those who are homebound, ill or disabled, to the nearest exit. Staff should not place themselves in danger in order to carry out this duty and should therefore immediately inform emergency responders if they have been unable to provide assistance to any residents needing evacuation help.

In addition to assisting staff to evacuate the building, staff should monitor the exits to ensure that no one re-enters the building until emergency responders have notified them that it is safe. Once a resident has left her/his room or the building he/she should never, under any circumstances, be permitted to return until the evacuation is over and the fire and or police department have given permission to return.

At least one staff member must be present with the residents at all times after an evacuation. Staff will assist the person in charge by performing the following tasks, so long as these do not place the staff at imminent risk of harm:

- In the case of fire, remove residents from the room in which the fire is burning and close the door.
- Assist residents to the nearest exit, and help them to exit the building.
- Assist building management staff in removing all spare articles that could be of use to residents. These articles include blankets, walkers, candles, towels, sheets, etc.
- Medication and medications logs should be removed and turned over to the senior clinical staff person on-duty.
- If possible, resident records should be removed.
- Maintain a count of the residents at each exit door, and, if possible, their names and room numbers.

It is the responsibility of the Property Manager to train staff members in the site's emergency evacuation procedures. This training will at a minimum include a review of the procedures every six months at a mandatory staff meeting. This review should include a walk through of the procedure.

EDGEWOOD PARK

Incident Management Policy

Introduction

The Incident Management Policy describes criteria for identifying a serious incident, reporting and filing incident reports, procedures for investigating incident reports and the responsibilities of the Incident Review Committee. This policy is not a substitution for the incident review and quality assurance committees of each agency and pertains only to The Edgewood Park project. The policy is intended to protect the health and safety of tenants and to enhance their quality of care, by ensuring an integrated and comprehensive strategy for:

- Identifying, documenting, reporting, and investigating individual incidents on a timely basis;
- Reviewing individual incidents to identify appropriate preventive or corrective action;
- Identifying incident patterns and trends through the compilation and analysis of incident data;
- Reviewing incident patterns and trends to identify appropriate preventive or corrective action;
- Implementing preventive and corrective action plans; and
- Monitoring incident management practices and communication structures between partner organizations.

Policy

All events which jeopardize or may jeopardize tenant or staff safety must be reported, investigated and reviewed by senior supportive services and project management staff in a timely manner. Such incidents must be reported to the Property Manager and Supportive Services Program Manager within 24 hours and a preliminary investigation must be conducted within 72 hours.

Procedure

Identification of an Incident:

The following events or situations are reportable incidents:

- **Reportable deaths**, includes –
 - The death of a tenant resulting from an apparent homicide, suicide, or unexplained or accidental cause; or
 - The death of a tenant which is unrelated to the natural course of illness or disease; or
 - The death of a tenant which is related to the lack of treatment provided in accordance with generally accepted medical standards.
- **Crimes** – an event which is or appears to be a crime under Ohio State or Federal law, and which involves a tenant, either as the victim or the perpetrator. Crimes include but are not limited to arson, assault, homicide, possession of a deadly weapon, destruction of property, distribution of narcotics, robbery or sexual offense. For the purposes of this

policy, crimes shall:

- Include acts committed by persons less than 16 years of age which, if committed by an adult, would constitute a crime; and
- Not apply to admissions of past criminal acts, or threats of future actions, which are only disclosed in the context of a therapeutic relationship.
- **Missing tenants** – a tenant who has not been accounted for when expected to be present and whose whereabouts are determined to be unknown for more than 72 hours.
- **Complaints of harassment or abuse**
- **Injuries of accidental, self inflicted, or unknown origin** – bodily harm, pain, or impairment resulting from accidental or unknown origin which requires medical or dental treatment in excess of first aid.
- **Assaults** – a physical attack using force or violence. Assaults are not limited to events that may be characterized as crimes.
- **Fights** – a physical altercation between two or more tenants, other than an assault.

Identification of a Serious Incident:

Serious incidents include but are not limited to:

- reportable deaths
- assaults resulting in serious injury,
- serious harm to a minor (under 18 years of age) including allegations of child abuse or neglect
- sexual assault of or by a tenant or staff member
- arson

Internal Reporting, Oral

Staff should immediately make known any of the circumstances listed above to his/her supervisor and Property Manager (if the Property Manager is unavailable, the report should be made to senior staff on duty at Eden.). The case manager of the individual(s) involved in the serious incident should be notified as soon as possible. In the event of incidents that occur after hours, the reporting/observing staff member should contact the assigned overnight coverage staff members who will then decide whether to immediately contact the appropriate case manager or notify the case manager when he/she next arrives for work.

Investigating a Reported Incident; General

The Program Manager or designee upon being informed of an incident shall investigate the incident by interviewing the informant, the victim, witnesses to the incident, and any alleged perpetrators. Investigation interviews are intended to gather all relevant and pertinent information, especially time and place of the incident, persons present, if known, and any other particulars or special circumstances, and details. The investigation interviews will commence within 48 hours of learning of the incident. The speed of the completion of the investigation will depend upon the severity and urgency of the incident, and the availability of information needed to complete the investigation. The results of this investigation should be included in or attached to the written incident report.

Also, staff should include the badge number and name(s) of all EMS or police personnel in the

report. Names, titles, telephone numbers, or other identifying information of emergency room staff are to be included in this report. The investigation of incidents occurring at locations away from Edgewood Park shall be completed to the extent practicable

Investigating a Reported Incident; Serious

The investigation of a serious incident must begin as quickly as is possible and not later than 24 hours after the report of the incident. Each agency’s Director of Quality Assurance or designated senior staff will participate in the investigation of any serious incidents involving reportable deaths. The Director of Quality Assurance may at his/her discretion become involved in investigating any incident. Senior agency administrative staff may also request that the Director of Quality Assurance participate in or direct the investigation of any other incidents.

Investigation interviews are intended to gather all relevant and pertinent information, especially time and place of the incident, persons present, if known, and any other particulars or special circumstances, and details.

When a serious incident involving an individual or several tenants occurs, the following will also be included in the investigation:

- Thorough review of the tenant(s)' housing file and notes in Program Log or alerts, when relevant
- Thorough review of any prior incident reports regarding the tenant(s)
- Interview with the Program Manager, Property Manager, case managers, or any workers involved
- Staff at the site will be asked to give input regarding any other important sources of information

Each agency’s contract agencies have the authority to investigate incidents at the site. All relevant reports shall be made available, upon request, to investigators; releases of information must be kept on file. Tenants, employees and any other persons may be interviewed in conjunction with any such investigation.

The findings of the investigation should be documented and attached to the incident report. This documentation should include the name of the person(s) conducting the investigation as well as all pertinent information related to the investigation.

Internal Reporting, Written

An Incident Report Form will be completed for each reported incident. The staff member with the most thorough first hand knowledge of the incident should complete the incident report. Incident Reports should be typed, written in a clear and concise manner and should not include full names of other tenants/tenants involved in the incident. The “Supervisor/Administrative Actions” section should clearly describe any immediate clinical and/or administrative follow-up steps taken after the incident that will provide the Incident Review Committee with all relevant information, when making recommendations. Before submission of the report to the Quality Assurance Director, the Program Manager should review it for completeness and accuracy and add or attach any additional information derived from their investigation. The completed incident report should be submitted within five working days of the occurrence of the incident.

The form and supporting documentation should be submitted as follows:

1. Original is sent to the Chair of the Incident Review Committee.
2. Copies are sent to the Senior Management of all agencies and supervising the Program Directors.
3. A copy is filed in the site's "Incident Report" binder.

A description of any clinical impact the incident had on a tenant should be recorded in their chart. This will not be included in the incident report and are subject to audit by funding or regulatory agencies.

Documentation of investigations of serious incidents should be submitted as follows:

1. The Original is filed in the committee chair's central file.
2. A copy is sent to the Program Manager and Property Manager.
3. A copy is sent to the Senior Managers.
4. A copy is sent to the Executive Directors.

External Reporting

Contracting Agency

Each agency is responsible for ensuring incidents are reported immediately to a site's contracting agency(s) as per the specific contract's protocol and/or statutory regulations. Copies of all external reports should be sent to the executive directors. The fact that a report was filed to a funder will be note in the incident report. Reportable incidents may include:

- Reportable deaths
- Attempted suicides
- Crimes
- Incidents which jeopardize a tenant's life
- Allegations of abuse or neglect
- Missing tenants:

Coroner/medical examiner:

All deaths must be reported to the coroner/medical examiner. In most cases, the police or, if the tenant died in an inpatient setting, the inpatient staff, will make the report. Program management is responsible for ensuring that the report is made in a timely manner. Copies of any written reports submitted to the coroner or medical examiner should be sent to the Director of Quality Assurance.

District Attorney:

All requests for information by the District Attorney's Office should be submitted to the designated senior staff of the agency subpoenaed. Program staff should not communicate verbally or otherwise with the District Attorney' Office without express direction from the designated senior staff member.

Analysis, Review, and Monitoring of Incidents

The incident review committee shall compile and analyze incident data for the purpose of identifying possible patterns and trends. This data will include incident type, tenant involvement, location, date, and employee involvement. This compilation and analysis will be shared with each agency's Quality Assurance Committee on an annual basis and reviewed in the Incident Review Committee on a quarterly basis. This process does not substitute for the processes already in place in each individual agency.

The project will maintain a standing Incident Review Committee that shall be composed of a designated Director of Quality Assurance or a designated senior staff of a participating agency and a member of each agencies management staff. The Committee shall include at least two members of the onsite staff.

The Incident Review Committee shall meet at least quarterly, unless no incidents have occurred in that quarter. Written minutes of all meetings shall be maintained and reports shall be submitted to:

- Program Directors of each agency
- Executive Directors

Written minutes shall include documentation of the committee's discussions, findings, and recommendations. Incident Review Committee members who may bear some responsibility for an incident may be excluded from the committee's final deliberations at the discretion of the committee chair or Senior Management Staff.

The Incident Review Committee will review individual incidents and incident patterns and trends to determine the timeliness, thoroughness and appropriateness of each program's responses. As necessary, the committee will make recommendations to the Program Directors regarding the implementation of any preventive or corrective action and the time frames for doing so.

In the event that the committee makes recommendations for a specific tenant, the on-site services supervisor will add an informational note to the tenant's chart describing the recommendation(s) in full within five business days of the committee meeting.

When the Committee's findings indicate a need for a change in policies and procedures, the chair of the committee will present the findings to the Quality Assurance Committee or Senior Management Staff of each agency. They will develop an implementation plan for necessary changes in policy.

The Incident Review Committee is responsible for monitoring the general compliance of the programs incident management practices with the requirements of site's respective contracting agencies and the projects policies and procedures. The Committee will also monitor the implementation of any preventive or corrective action that it has recommended. All recommendations are specified in the minutes along with the specific date for committee follow up which shall not exceed six months. Additionally, all follow up is documented in the respective minutes and/or with a memorandum attached to the original incident report. Supporting documentation submitted by on-site is also attached to the original incident report.

The chair of the committee will maintain a central file of incident reports, associated reports to public authorities, and Incident Review Committee Meeting Minutes.

EDGEWOOD PARK
INCIDENT REPORT FORM

Date of Incident: _____ Time: _____

Date of Discovery by Staff: _____

Location (Include Unit #): _____

Name & Credentials of Staff Involved: _____

Client ID: _____ Age: _____ Gender: _____ Race: _____

Check the Description(s) That Best Fits What Happened:

- 1. Alleged abuse or neglect by The Liberty staff/agent
- 2. Alleged criminal act
- 3. Attempted suicide
- 4. Adverse reaction to medication
- 5. Death
- 6. Serious bodily injury
- 7. Life threatening situation
- 8. Fire/Disaster (flood, tornado, explosion)
- 9. Other (Outside of routine care/operation of project) _____

DOES THIS INCIDENT REQUIRE CONTACT WITH OUTSIDE ENTITY? (ie. CCDCFS, CCCMHB etc.)

_____ Yes _____ No

If yes, which entity?

Brief Description of Incident (Include actions taken, Tenants' present status, Intended follow-up):

Investigation Underway? _____ Yes _____ No

Name of Person Completing Report: _____

EDGEWOOD PARK

Supervision Policy and Procedure

INTRODUCTION

Effective supervision is essential in the areas of principles and practices that support tenant success and positive housing outcomes. Capable supervision is the cornerstone in promoting optimal services and involves competency in the areas of supervisory techniques, skills training, team building, performance planning, and awareness of codes of ethics.

Working in supportive housing can be very demanding. Since much of the work is conducted by paraprofessionals, capable professional supervision is critical in providing insight and helping staff maximize effectiveness in their relationships with tenants. Supervision within the structure of Edgewood Park is complicated by the two agency partnership making supervision even more essential. Supervision serves to hold staff accountable to the standards of housing-centered services, provides a forum for orienting staff to the mission and roles of The Edgewood Park project teaches skills and connects staff to resources and helps staff identify learning needs and goals while providing support. Through guidance, staff should also understand how their role fits into the overall organization mission and goals and their role in the partnership.

In the absence of on-site project specific supervision, it is difficult for staff to define their role in relationship to other staff in the project (particularly partner agencies), develop their skill sets and remain consistent with project goals. Projects that do not offer regular supervision often find themselves responding to crisis or “putting out fires”. Ongoing supervision assists in providing pro-active services in addition to early intervention that address problems before they escalate. In addition, this type of coaching allows time for goals to be identified in the direct service to tenants of Edgewood Park as a whole and promotes quality assurance. Ongoing supervision does not occur without program commitment of time and resources. The Property Manager and the Program Manager(s) will have time built into their schedule to accommodate this service.

POLICY

For all staff, there should be an ongoing designated time to meet regularly for a pre-determined period (Over time, individual supervision may occur less frequently and group supervision may be offered, depending on whether the supervisor and staff feel the need to meet individually). Adequate supervision cannot occur with quick discussions on the run.

At South Pointe, EDEN, Inc. property management staff will be under the direct supervision of the Property Manager or the Manager of Permanent Supportive Housing Projects. Mental Health Services (MHS) staff and ATFGC staff will be under the supervision of the Program Manager from MHS. Additional supervision on issues related to areas of specialization and obligations related to specific funding contracts will be provided by each partner agency.

PROCEDURE

During supervision, the program manager should serve the following roles to the supervisee with support from the host agency as noted.

Administrative Role

The administrative role of supervision involves the dissemination and implementation of the projects' mission and goals through daily programmatic activities. It requires the supervisor to communicate project goals to staff, plan the work in a manner that promotes quality services consistent with the mission, and monitor how goals are met. This function is of particular importance to The Edgewood Park project as it is a partnership of three organizations with different missions and goals.

The Program Manager and Property Manager will be participating fully in staff-recruitment and selection as well as orienting new staff. Each supervisor must have a comprehensive understanding of the job descriptions and the mission of all partners in order to offer guidance to the supervisee in the areas of articulating responsibilities, scheduling priorities, delegating tasks, as well as obtaining and allocating resources. Supervisors are also charged with the task of quality assurance and expected to work cooperatively with each partner organization.

Both managers will provide program planning and development to keep pace with the evolving needs of tenants and most current practices. The task of monitoring, reviewing and evaluating the work of supervisees falls under the role of administrator and as noted for supportive services will be provided by both the supervisor from the agency of hire and the project manager. The program manager will fully participate in the evaluation of the staff under their supervision. In the case of disciplinary action they will work with the agency supervisor to resolve the issue. If the behavior is unacceptable or constitutes a health and safety issue the program manager has the right to remove the employee from the site and refer them to their agency of hire.

Educational Role

Educational supervision is primarily concerned with assessing and monitoring the individual's skill level and knowledge base, as well as that of the team as a whole. The managers will either supervise the worker directly or identify resources to empower the worker with the skills and knowledge that they need to do their job. Resources often include other members of the team, in-service trainings, and/or further education. Supervisors must not only be aware of what skills and knowledge the supervisee needs to grow, but in addition, identify the resources available to address those needs. Both supervisors will fully participate in this process the supervisor from the agency of hire will provide expertise on specialty services to their supervisee and be available to the Edgewood team to participate in bi-annual case conferences.

Additional educational tasks include: establishing and monitoring learning goals, identifying strengths and weaknesses, teaching skills and accessing resources, promoting staff development, providing opportunities for training and helping connect theory with practice. These tasks will be the responsibility of the on-site managers with the support of the host agency.

Supportive Role

Supportive supervision allows staff to express their feelings about the work while providing the supervisee with direction, leadership and problem-solving skills on both an individual and team basis while maintaining professional boundaries.

Teambuilding is an essential component of supervisory support, particularly around the management/services partnership. Supervisors at the project are expected to demonstrate empathy, mentor and acknowledge contributions of staff and offer opportunities for growth. There are times when support will include advocating for additional resources to build capacity including time, training opportunities, equipment and supplies, additional personnel, and caseload reassignments.

Supervision Structure

To ensure optimum benefit, the designated supervisor should adhere to the following structure. Supervision sessions are structured to meet the needs of The Edgewood Park project, each organization, the supervisor and supervisee. As with any meeting, for economy of time and efficiency, an agenda is necessary. Supervision is essential for both property management staff and social service staff. Agendas will vary depending on the supervisee's job description but often will include the following:

- **Caseload Review or Review of Responsibilities (on-site)**
All work-load issues should be reviewed and priorities set. Staff should be given an opportunity to discuss both their relationships with tenants and staff but also review a task list and prioritize as needed. It is helpful for the supportive services staff to briefly review all cases; however, difficult cases, where guidance is required, should be at the forefront of a supervisory session. In the review process, the supervisor can offer feedback that promotes skills and strategies proven effective in supportive housing. The program manager will review with each case manager monthly the connections to care. If an issue arises it is the expectations that the host agency be notified and participates in the planning to resolve the issue.
- **Goals Communication (on-site)**
Supervisors should understand and communicate the goals of the supportive housing project and how these impact the day-to-day work. Supervisors can also review the various tools and techniques that are useful to encourage tenant success in housing. Good supervision provides multiple "tools" that can help the supervisee work effectively with a variety of situations.

- **Job Role Awareness and Satisfaction Review (both on-site and at agency level)**

The understanding and importance of work differs from person to person. Job satisfaction can have a profound impact on the effectiveness of direct service in supportive housing. Work activities must compete with other interests as a way of satisfying supervisee's personal goals and needs. Spending some time in supervision to ensure job satisfaction and comprehension is helpful. The program manager will work closely with the agencies to resolve any differences in job expectations.

- **Performance Assessment (both on-site and agency level)**

Assessments of job performance should be regular and ongoing. Performance standards should be clear to both the supervisor and supervisee. In a safe and trusting supervisory relationship, supervisees generally find they can gain insights from discussions of their strengths and weaknesses. Positive performance should be acknowledged and negative performance should be addressed. Supervisors can provide resources, training, education, or revise expectations based on a review of the supervisee's performance

Regardless of the agenda, when problem solving with a supervisee, it is always beneficial to work in partnership by opening oneself to listening to the supervisee's perspective, and assist with mutual problem solving.

EDGEWOOD PARK

Tenant Grievance Policy

INTRODUCTION

Edgewood Park is committed to providing quality services to its tenants. It invites and encourages discussion and resolution directly between residents and/or their families or significant others and staff. Edgewood Park provides a forum for residents to provide ongoing feedback about the program through tenant or community meetings. Moreover, residents often provide suggestions or make complaints about service related issues directly to their Case Manager or to Supervisory staff members. Whether a resident speaks about a problem, or puts it in writing, the grievance must be addressed and Edgewood Park supports residents in making these issues known to staff.

POLICY

All residents have a right to make grievances known concerning the services provided, residential or service environments, or related issues. A grievance is defined as a complaint requiring administrative intervention. The following outlines the process for filing verbal or written grievances.

A resident may choose to make a formal or informal complaint regarding, but not limited to, the following issues:

- Service delivery
- Issues with staff
- The physical environment
- Treatment
- Conflict with other residents

A resident may file a grievance when circumstances dictate, including resident dissatisfaction with staff, services or other residents. Other, more serious offenses must be filed as an Incident Report. Any grievance brought to the attention of staff that is an “Incident” should be treated as an incident pursuant to the guidelines of policy.

If the grievance is an allegation of resident abuse or maltreatment, in addition to initiating an Incident Report, the Program Directors must immediately be notified.

PROCEDURE

Upon admission, all residents must complete, as part of the admission process, an acknowledgement of understanding of policies regarding grievances and the process for filing a grievance. This form is to be filed in the resident's individual case file and a copy given to the resident. This ensures that grievance policy and procedure is clearly defined for all residents. Residents may exercise the right to file a grievance at any time.

The procedure for filing a grievance involves either:

- Formal Grievance, completed in writing, in which the resident completes a Resident Grievance Form.
- Informal Grievance, delivered verbally, in which the resident speaks with direct services staff and/or supervisors.

The appropriate action to be taken in response to the grievance is based on individual circumstances.

Informal Grievance Procedure

The informal process involves a resident talking with the respective staff member, supervisor and/or bringing the matter to the attention of the Program Director(s). Additionally, residents may bring grievances to community or tenant meetings. All staff is required to assist a resident by discussing a complaint sensitively and promptly, and by obtaining information providing clarification, which might help to resolve the concerns expressed. It is a program requirement that individuals will experience no ill effects as a result of filing a grievance. Staff is expected to adhere to confidentiality and continue to provide fair and quality services to residents following the filing of a grievance.

Formal Grievance Procedure

When a resident feels that a satisfactory resolution has not been reached through the Informal Process, or if the resident feels that the complaint cannot be properly addressed in that manner, the Formal Grievance Procedure should be initiated. Any staff person who is approached by a resident requesting assistance filing a Formal Grievance must provide such assistance by helping the resident to complete a **Resident Grievance Form**. Once the form has been completed, it should be forwarded to the appropriate property management or supportive services supervisor. The grievance must be reviewed by senior property management and/or supportive services staff within ten days of filing. This review will include meeting with the resident filing the grievance and reviewing the circumstances being addressed.

If a resident feels that the grievance was not satisfactorily resolved after meeting with the Program Director, he or she may request that the complaint be reviewed by senior staff at the property manager or one of the participating supportive services providers. If it is still not satisfactorily resolved, the Executive Director of EDEN may review the issue and it may be taken for review before the Quality Assurance Committee.

EDGEWOOD PARK CLIENT GRIEVANCE FORM

Name:	Date
Nature of Grievance	
Date and Description of Disposition	
Date Client informed of Disposition	
Client's Response to Disposition	
Signature of Staff:	

EDGEWOOD PARK HOUSE RULES ACKNOWLEDGEMENT FORM

The following are the set of building rules:

- No use of illegal drugs in or near the premises. No distribution of illegal substances.
- No alcohol consumption in public areas of the building or in outdoor areas on the property.
- Out of respect for other residents, it is expected that all tenants keep the noise down between 11 pm and 8 am. During this period, no sounds from any unit should be audible in corridors or another resident's unit.
- Accessing tenants' units:
 - Property management will provide 24 hour notification prior to entering a tenant's unit unless an emergency situation requires immediate access.
 - Property management will however seek to access all units on a monthly basis to:
 - Inspect and perform extermination services for vermin infestation
 - Inspect smoke detectors and other emergency systems
 - Property management will seek the assistance of supported services for any evidence of significant housekeeping or related problems
- Pet policy
 - Pets are welcome in the building with Property Management's authorization (some breeds of dogs are not allowable due to insurance requirements)
 - A weight limit will be imposed on pets (25 pounds)
 - Pets must be leashed and controlled in public areas
 - Pets that threaten or attack residents will be required to be relocated
 - There is a limit of one pet per unit
 - No reptiles in the building
 - Dog owners are expected to clean up after their dogs both in the building if necessary and in any dog walk areas
 - An additional security deposit will be required of pet owners

EDGEWOOD PARK HOUSE RULES ACKNOWLEDGEMENT FORM

- Smoking
 - There are designated outdoor smoking areas
 - Smoking is not permitted in any public areas of the building
- No liquid filled furniture (e.g. waterbeds)
- No loitering will be permitted in public areas of the building or outdoors on the property
- Visitors Policy
 - All visitors must provide valid identification when entering the building, sign in to the visitors log and allow a copy of the identification to be made at the front desk
 - All visitors must be accompanied by tenant or staff when entering the building and/or when in public areas, visitors are not to be left alone in your apartment at any time
 - Tenant is responsible for their guest(s)
 - Overnight guest(s) of Tenant(s) are permitted to be in the building up to two weeks in any month
 - 24 hour notice must be given for an overnight guest. (Notice must be given by 12 midnight the day before to have a guest stay overnight the next day)
 - A visitor cannot stay with one tenant for 2 weeks and then stay with another tenant in the building for the remaining 2 week period of the month
 - Extended stays may only be accommodated with the prior consent of the property manager
 - No visitor can receive mail at Edgewood Park
 - The management retains the right to bar any guest from the premises
 - The management retains the right to limit the number of visitors in a unit
- Edgewood Park recommends renters insurance for all tenants; the building is only responsible for the unit itself and not for any personal belongings.

**EDGEWOOD PARK HOUSE RULES
ACKNOWLEDGEMENT FORM**

The Tenant hereby acknowledges the above rules and agrees to abide by them, indicated by their signature below.

Tenant Name	Tenant Signature	Date
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Property Manager	Property Manager Signature	Date
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EDGEWOOD PARK WELCOME GUIDE



To make living here more pleasant, we have prepared the following set of resources, general information and policies regarding your new home. Please keep these on hand so you can refer back to them if you should have any questions. We hope you enjoy living here.

LEASE/RENTAL AGREEMENT

Your lease is a legal contract obligating both tenant and landlord. Please read all documents completely. You may ask staff questions about anything you do not understand fully.

Rent payments are due on the 1st of every month regardless of which date you moved in. Be sure to write your name and address on your check or money order made payable to EDEN Inc. If you need assistance in completing money orders or any other part of the payment process, please contact one of the case managers. Case Managers will not accept rent payments. Your security deposit is required to ensure your obligation as specified on your lease.

SUPPORTIVE SERVICES

The Supportive Services team at South Pointe offers comprehensive support services to assist all tenants. On-site services include case management, social services, career development, substance abuse counseling, HIV/AIDS counseling, assistance with entitlements and recreational opportunities.

GOOD NEIGHBOR POLICY

To ensure the right of all tenants to fully enjoy their apartments, please be courteous to other tenants and other tenant's guests as well as staff. The apartments are close together, so please take care when using radios, stereos, televisions or other sound-producing devices, and keep the volume at a reasonable level.

Tenants are expected to dress appropriately when in public or common areas. Appropriate dress includes shirt and shoes. The general appearance of Edgewood Park should reflect care and concern for you and your neighbors. It is important that all tenants and staff follow standard community cleanliness in all common areas, hallways and entryways.

TENANT INPUT COMMITTEE

Your input is valued and we encourage everyone to join the tenant input committee. It is important that all tenants play a role in maintaining a positive community. The Property Manager and the Program Manager will attend the meetings and be available to discuss any concerns and/or suggestions that tenants have affecting the operations of the building. The meetings are held monthly and a schedule of dates will be posted in the Property Managers office.

GUESTS

All guests must sign in at front desk, provide identification to be copied and filed, and have the tenant they are there to see meet them at front desk area for entry. Common areas are designated for all tenants' enjoyment. Guests are welcome when accompanied by a tenant. Tenants assume all responsibility for the behavior of their guests and while on the premises, guests are compelled to abide by all facility rules.

A guest is considered an "overnight" guest if they remain in your apartment past midnight. Overnight guests are permitted for up to 14 days per month. Sign in logs are checked regularly to ensure compliance. Guests are not permitted to remain on the property when the tenant is not at home. Management reserves the right to deny entry to any guest. Special arrangements may be made with the Property Manager in the event of visiting family members from out of town or extended guests stays.

COMMON AREA USE

Edgewood Park provides a community room, computer lab, and laundry room for the use of all tenants. These areas are open from (7am - 11pm). The laundry room is only for use of tenants. Tenants requesting use of the common areas for personal events may do so by submitting a Common Area Request Form at least two weeks prior to the event date. Tenants may not request area use on behalf of non-tenants. Tenants will be responsible for guests, property and clean up of the area.

ALCOHOLIC BEVERAGES

No alcoholic beverages are to be consumed in any public or common areas.

SMOKING POLICY

In compliance with local law, smoking is prohibited in all building common areas. Tenants, guests, and staff may smoke in individual apartments.

PET POLICY

Tenants are welcome to keep pets, however there is a weight limit of 25 pounds per animal and only one animal can be accommodated in a unit. All pets must be leashed and controlled in the public areas of the building. Pets that threaten other tenants will be

required to be relocated. All pet owners are expected to clean up after their animals both inside and I on the property and are responsible for any damage that the pet may cause. An additional security deposit will be required of all pet owners. An exception to this policy may be made for tenants needing assistive animals.

FRONT DESK

Edgewood provides 24-hour front desk coverage to provide assistance to all tenants. The front desk staff should be contacted during non-office hours for situations needing assistance. On-call Property Management and Supportive Services staff may be contacted through the front desk staff. In emergency situations involving medical assistance, criminal acts, physical injury or violence, you should call 911 directly. If you are unable to, contact the front desk staff who will call on your behalf. Please notify the front desk if you have contacted 911, so that they may direct them appropriately.

FIRE & SAFETY REGULATIONS

Emergency exits are designed and intended for emergency use only. In accordance with fire and safety regulation, items determined to be hazardous such as chain locks, accumulations of furniture, debris or clutter inside apartments must be avoided. It is critical that you maintain a clear path in and out of your apartment at all times. All hallways should be kept free of debris. All tenants are expected to participate in fire drills. In case of fire, call the Fire Department first, and then call the management office.

It is recommended that all tenants purchase renters insurance, the landlord is responsible for the structure. The contents of the apartment are the tenant's responsibility.

REPAIRS & MAINTENANCE REQUEST

If you have a maintenance problem in your apartment, please call in your work-order to the front desk or property management office. The appropriate work-order form will be completed and prioritized by the Maintenance technician. There shall be three priorities: 1) emergency – requires immediate attention; 2) apartment turnover – which requires action within the 2 week timeframe; and 3) routine, which make take up to 30 days to complete. Work-orders shall be maintained in the work-order database. Non-emergency repairs will be conducted between the hours of 8:30 am – 5 pm Monday - Friday. Hours and days of operations are subject to change.

The Property Management, EDEN Inc., will provide you with notice of the intent to enter a unit to conduct a repair no less than 24 hours prior to entering the unit. Prior to physically entering any unit, staff shall knock and wait sufficient time to allow you to open the door. Only after knocking and awaiting a sufficient time for a response, shall staff use pass keys to enter the unit. This policy will be followed unless there is an emergency situation. If you have an emergency repair needing immediate attention such as a severe water leak, contact the Property Manager during regular work hours. During off-hours, contact the front desk monitor who will contact the Maintenance Technician on-call.

ENTRY INTO YOUR APARTMENT

If you are locked out of your apartment, a \$5 fee will be charged for emergency entrance (after working hours) into the apartment. A \$5 fee will be charged for lost or damage of apartment keys.

Tenants may not alter or install a new or modified lock on any door or window. One apartment key and one mail key will be provided to each tenant. It is the tenant's responsibility to return these keys at move out. There will be a \$5 replacement charge per each key lost or not returned at move-out.

FURNITURE IN THE APARTMENT

All apartments are furnished. The furniture is the property of EDEN Inc. If you will be using your own furniture, the Property Manager can arrange to move this furniture out of your apartment. Storage space for tenant's personal items is not available.

MAIL

Each tenant has an individual mailbox in the front lobby area. Management will provide each tenant with a key to their mailbox. A \$5 fee will be charged for loss or damage of mailbox keys.

LAUNDRY HOURS

Edgewood Park provides a laundry room for tenants. This laundry room is open from 7am to 11pm. Tenants are responsible not to leave clothes and other laundry items unattended. Only tenants of Edgewood may use the laundry facilities

OFFICE HOURS

The hours of Office Operations are 8:30am to 5pm Monday through Friday. Front Desk personnel are on duty 24 hours a day, seven days a week. Maintenance Staff is on duty from 8:30 am -5 pm. The Supportive Services Staff is available on-site from 9am to 5pm Monday through Friday with some additional evening hours. Property Management and Supportive Services staff is on call 24 hours a day, seven days a week. The front desk monitor will contact staff on-call in the event of an emergency.

TENANT RIGHTS

From the Cleveland Tenants Organization

A LANDLORD HAS THE DUTY TO:

1. Put and keep the premises in a fit and habitable condition.
2. Keep the common areas safe and sanitary.
3. Comply with building, housing, health, and safety codes.
4. Keep in good working order all electrical, plumbing, heating, and ventilation systems and fixtures.
5. Maintain all appliances and equipment supplied or required to be supplied by the landlord.
6. Provide running water and reasonable amounts of hot water and heat, unless the hot water and heat are supplied by an installation that is under the exclusive control of the tenant and supplied by a direct public utility hook-up.
7. Provide garbage cans and arrange for trash removal if the landlord owns four or more residential units in the same building.
8. Give at least 24 hours notice, unless it is an emergency, before entering a tenant's unit, and enter only at reasonable times and in a reasonable manner.
9. Evict the tenant when informed by a law enforcement officer of drug activity by the tenant, a member of the tenant's household, or a guest of the tenant occurring in or otherwise connected with the tenant's premises.

A TENANT HAS THE DUTY TO:

1. Keep the premises safe and sanitary.
2. Dispose of rubbish in the proper manner.
3. Keep the plumbing fixtures as clean as their condition permits.
4. Use electrical and plumbing fixtures properly.
5. Comply with housing, health, and safety codes that apply to tenants.
6. Refrain from damaging the premises and keep guests from causing damage.
7. Maintain appliances supplied by the landlord in good working order.
8. Conduct yourself in a manner that does not disturb any neighbors and require guests to do the same.
9. Permit landlord to enter the dwelling unit if the request is reasonable and proper notice is given.
10. Comply with state or municipal drug laws in connection with the premises and require house-hold members and guests to do likewise.

COMMUNITY RESOURCES:

EMPLOYEE ORIENTATION PROCESS

I. INTRODUCTION

The power to influence an employee's success and retention is at its peak during the first 90 days after starting the job but orientation of a new employee can extend as long as twelve months. During this time, the employee needs the tools and information necessary for them to work effectively and productively. Helping the employee make a smooth, positive adjustment to the new work environment not only enables him/her to gain familiarity with the job, but fosters a sense of belonging that will build a commitment to your organization.

"First impressions" affects an employee's attitude and performance either positively or negatively. An effective orientation process helps inform the employee's work and establishes a foundation to build upon.

II. MAIN OBJECTIVES

The following objectives will help a new employee become a productive colleague. Keep in mind that the overall goal is to orient the employee to the organization AND to the position for which s/he was hired.

- Make the new employee feel welcomed and comfortable.
- Create a positive perception of the organization.
- Communicate basic organizational procedures.
- Set a precedent for ongoing training and learning.
- Confirm the employee's decision to join the organization.
- Begin the process of integrating the new employee into the workforce.
- Establish (and reinforce) realistic job expectations.
- Answer questions that were not addressed at the time of hiring.

III. PROFILE OF THE NEW EMPLOYEE

Taking a new job is a major life decision and once the decision is made, individuals look for reassurance that the decision was the right one. Uncertainty about the new employer and job provokes anxiety. It is a powerful distraction to learning, and can compromise any commitment to the organization. New employees often feel confused and lost until they know where to go for information or help. They often have many questions which cover a wide range of issues. Many may be afraid of asking "too many" questions, in fear of appearing incompetent.

There are some fundamental questions to anticipate during the first few days and weeks on the job.

- Do I feel welcomed and valued here?
- How is my job important to the organization?
- Exactly, what is expected of me?
- Will I learn, grow, and be challenged here?
- Will I get to exercise independent judgment and creativity?
- How are decisions (that affect me) made here?

IV. TOPICS OF ORIENTATION

AGENCY FUNCTIONS:

- Agency Overview: History, Agency Programs, and Management Structure.
- Agency Culture: Mission, Philosophy and Goals.

PROGRAM FUNCTIONS:

- Program/Department Overview: Mission, vision, and current priorities.
- Program/Department Structure: reporting relationships, chain of command, schedule of meetings/groups, events.
- Program/Department culture (as generally perceived by staff).
- Core Values: Approach to the work (Keeping the program mission central; direct communication between staff members at all levels; respect and responsiveness to clients; importance of personal and professional boundaries, critical value of supervision and staff development).
- Key People and Their Functions.
- Funding Sources and Contractual Obligations.
- Introduction to Partnerships (where applicable).
- Facility Tours and Telephone List.
- Office Vocabulary.

JOB DUTIES AND RESPONSIBILITIES:

- Orientation to Policy and Procedure Manual: Review selected clinical policies and procedures: Child Abuse and Neglect Policy, Client Medication Policy, Clinical Emergencies and Field Safety, On-site Safety Policy, Confidentiality Policy, HIV Infection Policy/Confidentiality and Universal Precautions, Money

Management Policy, Privacy Policy, Emergency Evacuation Plan, Client Grievance Policy/Service Recipient Rights.

- Clinical Approach and Skills Building: Engagement, exploration, assessment, contracting, limit setting/boundaries, stages of change, motivational interviewing, psycho-education, medication monitoring including side effects, crisis intervention.
- Review Job Description, Performance Expectations, and Performance Evaluation.
- Supervision: Usage and expectations, types of assistance available, when and how to ask for help.
- Training and Staff Development: Opportunities and expectations.
- General Office Orientation: How and where to get the necessary supplies.
- Technology: accessibility, security, confidentiality, and training.
- Charting and Clinical Documentation Standards: Required records and reports, why do we document the work, clinical and funding implications.
- Quality Assurance: Consumer satisfaction, service recipient rights.
- Audits: Internal and external.
- Operations Orientation.

POLICIES, PROCEDURES, RULES AND REGULATIONS:

- Orientation to Human Resources Department.
- Orientation to Employee Handbook: Review selected policies: Code of Conduct, Non-harassment policy, Dress Code, Normal Work Hours, Introductory Period, Grievance Policy.
- Workplace Safety and Injury Prevention Program: First-Aid kits, evacuation procedures, universal precautions.
- Lunch scheduling, duration, breaks.
- Attendance & Punctuality: Time sheets (completion and accuracy), coverage, overtime.
- Telephone Regulations: Making and receiving personal telephone calls; cell phone usage at work.
- Work Environment Standards: smoking policy, building security, office décor, and other rules unique to the job and program/department.

V. WHO SHOULD COMMUNICATE THE INFORMATION?

In most cases, the supervisor will be responsible for facilitating and managing the program/department based orientation and should introduce the new employee to colleagues and other relevant staff. The Program Director and other key employees will also lend their knowledge and expertise to the success of the employee's orientation.

VI. WHEN SHOULD THE INFORMATION BE COMMUNICATED?

Starting the orientation process earlier is a way to proactively initiate the relationship before the first day of work and start the process of building a commitment to the organization. One way to start the orientation process is to send a welcome letter and reading materials about the organization. Assuming that orientation of the newly hired employee will take a minimum of 90 days, the following is a list of key questions and tasks (for the first day, week, month, etc.) for the supervisor to address.

BEFORE THE FIRST DAY OF WORK

- What things does s/he need to know on their first day of work about the new work environment?
- What impressions should s/he have on the first day?
- What key policies and procedures must the employee be aware of on the first day so that mistakes won't be made on the second day?
- How can the employee begin to know his/her colleagues without feeling overwhelmed?
- What will make s/he feel physically comfortable, welcome, and secure on the first day?
- What job-related tasks can I teach the new employee to do well on the first day to provide him/her with a sense of accomplishment?
- What experience and memory do I want them to take home at the end of the first day?
- How can I make myself more available on the first day to ensure personal attention and convey the message that s/he is an important team member?

DAY ONE

As the supervisor, there are several things that you can do to alleviate the employee's first day apprehensions:

- Provide an agenda for the first day. Minimize surprises!

- Introduce the employee to relevant staff that s/he will be contacting on a regular basis (no more than 5 or 6 if possible).
- Take care of the logistical concerns of the new employee (i.e. location of restroom, eating areas, smoking permitted areas, etc.).
- End the employee's first day with time set aside to answer questions, plan for tomorrow, and reassure the employee.
- Provide relevant materials that you would like the to begin reading.

END OF DAY ONE

- Answer questions and review what took place during the first day.
- Briefly review what will occur on the next day so that there's something specific to anticipate.

THE FIRST WEEK

- What does the employee need to know by the end of the first week?
- What key policies and procedures need to be communicated during the first week?
- What positive behaviors or experiences do you want to reinforce during the first week?
- What else needs to be done to integrate the employee into the department/team as a whole?
- How can you give the employee a sense of accomplishment during the first week?
- What feedback will the employee need? How much feedback is appropriate?
- How can you make yourself accessible to promote their learning?
- By the end of the first week, the supervisor should elicit feedback from the employee, and make any necessary adjustments.

THE FIRST MONTH

- Provide the employee with additional information about their specific role in his/her immediate department and work group.
- Provide more information about the job and performance standards. This is also the time to set goals and objectives to be evaluated at the end of the introductory period.
- Review relevant policies and procedures. Evaluate the employee's understanding of these policies and procedures. Complete Employee Program

Policies/Procedures Sign-off sheet and send it to the Human Resources Department.

AFTER THE FIRST MONTH

It's important to remember that orientation processes are not static and need to be monitored and adjusted to promote the employee's learning. The orientation processes should include short and long-term goals with a means of evaluating whether how they are achieved. The supervisor must meet with the employee regularly to monitor the effectiveness of the orientation process and to get feedback from the employee. This is also an opportunity for the supervisor to give feedback about the employee's progress.

VII. HOW SHOULD INFORMATION BE COMMUNICATED?

Orientation processes should acknowledge that individuals learn in different ways. The supervisor must determine how the new employee learns and provide the information accordingly. A useful orientation process should provide information in a variety of ways for the employee to learn. This may include written materials, tours, observations, self-study, discussions, and computer applications.

VIII. PITFALLS TO AVOID.

Even with the best-designed employee orientation processes, there's always the potential for a less than fruitful outcome. Here are a few things to remember to avoid those pitfalls.

- Avoid overloading the employee with information.
- Avoid assembly-line orientations where the newly hired employee has to attend long lectures and trainings.
- Acknowledge there's a learning curve and everyone deserves the time and opportunity to learn the job and to determine how they fit into the big picture.
- Separate your feelings (positive and negative) about the last employee who filled the position and the newly hired employee. Keep the expectations realistic.
- Avoid isolating the new employee or leaving the person to read manuals without one-to-one contact.
- Have supervisors set specific performance objectives for the orientation process.
- Make orientation a priority. This is the foundation of the professional relationship and requires time and attention.

IX. INTERNAL ACCOUNTABILITY

Forms can provide a mechanism for accountability in the employee orientation process.

- **EMPLOYEE PROGRAM POLICIES/PROCEDURES SIGN-OFF SHEET**

This form is designed to confirm that all designated program policies and procedures were reviewed by the new employee in consultation with the supervisor; that the employee has a thorough understanding of them and know how to apply their content to the work. Once completed, the form is sent to the Human Resources Department for inclusion in the employee's personnel file.

- **SELF-GUIDED ORIENTATION PLAN**

This form is a checklist of the various topics which will be covered throughout the employee's orientation process. The employee is responsible for obtaining the necessary signatures confirming topic completion and the supervisor will monitor the activity throughout. Once the checklist is completed, a copy will be forwarded to the Human Resources Department for inclusion in the personnel file.

X. CONCLUSION

A sequential, layered employee orientation program with various staff members sharing the responsibility for orienting the new employee is by far, the best approach. Throughout the employee's orientation process, the overall objectives should remain the same: Assess the orientation and progress; Provide and receive feedback; Make adjustments to the orientation as needed. A new employee's impression of the organization may impact the success or failure of his/her employment with the organization. A meaningful orientation process will remove the mystery of the new job and provide constructive experiences to promote positive attitudes and work habits.