

Welcome to Hope Village and our mission...”In collaboration with community partners: to provide short-term and long-term housing alternatives and service to people experiencing homelessness in Chippewa County.“

There are 7 parts in this Hope Village Handbook:

- Guest Responsibility’s
- Navigator Responsibility’s
- Mentor Responsibility’s
- Church responsibility’s
- Community Resources
- Hope Village Document Links
- Hope Village Contact information

Please note, “Success depends on the commitment and collaboration of EVERYONE. “

GUEST RESPONSIBILITIES

1. Meet with navigator for placement.
2. Review “Check-In ” responsibilities (See Handbook document page).
3. Meet with navigator to establish and document a ”Secure Living Plan”
4. Meet with Navigator **weekly** to review “Secure Living Plan” goals to include:
 - Employment.
 - Financial Stability.
 - A plan for long term housing.
 - A plan to support any health needs.
5. Identify any “Secure Living Plan” barriers.
6. Identify transportation needs.
7. Meet with mentors each week, and based on “Secure Living Plan” goals, identify needs for support.
8. Keep Tiny House clean....per “Housing Agreement” requirements which includes the following:
 - Empty port-a-potty daily.
 - No illegal activities may take place on the property.
 - Alcohol and illicit drugs are not allowed on the property.
 - No Guns or other weapons are allowed on the property.
 - No smoking allowed inside the Tiny House.
 - No pets are allowed in the Tiny House (service animals are not allowed, foster pet care provided).
 - Cars must be parked in parking lot (space) and not on lawns.
 - Area outside of guest Tiny House should be kept clean, steps shoveled and surrounding area picked up, offering clear access to entry way.
 - No other persons/outside guests allowed in the Tiny House without Navigator approval.
 - No open flames are allowed in the homes, this includes candles.
 - All possessions need to be kept inside the Tiny House.
 - Tiny house guest will lock the door whenever they leave the premise.
9. The guest will notify the Hope Village navigator of any police contact within six hours of said contact.

10. A Tiny House contract is valid for seven days. Failure to work towards guest goal plans is grounds for Tiny House termination.
11. As soon as identified, the guest will inform the Navigator if the Tiny House is in need of repairs or if something has broken.
12. Prior to moving into the Tiny House, the guest will inform the Navigator of **estimated** transition timeline to secure permanent housing.
13. Review “Check-Out” responsibilities (See Handbook document page) prior to transitioning to permanent housing date.
14. Will complete a “Tiny House Experience” Survey, prior to transitioning to permanent housing.
15. Hope Village reserves the right to enter the tiny house without notice should an immediate or emergency concern for the well-being of the guest or the property arise.

NAVIGATOR RESPONSIBILITIES:

1. Screen referrals for potential guests.
2. Complete intake paperwork, background checks, and collaborate with Chippewa Falls Police Department for final background check of new guest.
3. Contact by phone, text or email the host Church Staff with information regarding new guest arrival.... AND....confirm receipt of notification from host Church.
4. Connect guest with person at host Church to unlock the tiny house and complete the “check in” process.
5. Maintain ongoing communication with the host Church Staff.
6. Match up guest with mentors within 24 hours of occupying the Tiny House.
7. Review “Check In” Check List (See Handbook document page) with guest (again!) , to include “port-a-potty” protocol.
8. Meet or communicate with BOTH the **guest and mentors** once a week to include a **review and updates to the guest “Secure Living Plan” goals.**
9. Identify any “Secure Living Plan” issues or support needs.
10. Establish personal hygiene process at YMCA to include giving the Tiny Home guest a “SPECIAL Y ” Pass.
 - This “Y” pass allows only use of shower facilities. Navigator will email YMCA administrative assistant the Tiny House Guest name.
 - Duration of “SPECIAL Y ” Pass is valid for the entire time the guest lives in a Tiny House.
11. If requested by Tiny House guest, draft an “approved list” of guest visitors and provide to the Host Church and mentors.
12. Make a weekly Tiny House visit to renew the seven day contract.
13. Check CCAP weekly and if necessary make inquiries.
14. Assess need for “Network Friends” and communicates these needs to the mentors.
15. Once secure housing has been established, draft a plan with the guest to transition from the Tiny House. This transition plan includes:
 - a housing budget.
 - a security deposit.
 - monthly non-housing expenses.
16. Notify the host Church and mentors with move out plan.
17. Conduct a “Tiny House Experience” Survey with guest.
18. Initiate the cleaning and restocking process at host Church (See “Restocking Check List” on Handbook document page).
19. Complete the “ Check-Out” Check List (See Handbook document page) with guest ensuring the “port-a-potty” has been emptied and cleaned.
20. Collect Tiny Home and church keys from guest.

Mentor Responsibilities

Please note: The needs and amount of assistance for each guest may vary depending on their individual situations, transportation, medical needs, etc.

1. As the screening process begins, the Navigator will contact Mentors to inform them a potential Guest may be arriving soon.
2. Navigator will update Mentors of process and exact move in date.
3. Mentors will receive a synopsis of Guest's needs and circumstances from the Navigator.
4. The Mentors will meet the Tiny House Guest at Navigator's office.
5. Navigator, Guest and Mentors will establish a written timeline for the week: e.g. days to visit the food pantry, day to provide ride to showers at "Y" , days for laundry, etc.
6. Mentor, and or Hope Village Director and Guest will meet at the Tiny House for Tiny House orientation and to review the house "Check-In" Check list (See Handbook document page).
7. Mentor(s) will introduce the Guest to host Church staff and acclimate Guest to church facilities. (Note: Mentor will give a Church "Welcome" packet to the Guest).
8. The Mentors will determine the frequency and method of interaction with the Guest based on "gaps" in Secure Living Plan" needs, e.g. food pantry visits, appointments, showers, etc.
9. Will communicate with Navigator on a weekly basis sharing progress and concerns via email or phone.
10. Mentors will confirm next scheduled weekly contact with guest.
11. When the Guest is moving toward permanent housing, the Navigator, Mentors and Guest will develop a transition (move out) plan. Maintaining contact via phone, text or email during move-out transition is necessary.

Host Church Responsibilities

1. Bless the Tiny House and guest upon arrival with guest's permission.
2. Provides the Guest with Church contact information.
3. Will provide their Guest with a written copy of church services.
4. Establish communication process with guest regarding special events such as funerals, suppers, religious education, etc.
5. Will invite their Guest to Church activities and provide their Guest with a monthly calendar of Church events.
6. Provides a designated place to park guest car.
7. Inform their Guest of the church areas available to their Guest.
8. Provide guest with *specific* information regarding host church to include:
 - Door entry logistics: hours when church is "open" and "closed".
 - Provides a place to empty trash and recycling.
 - Provides a place to empty personal hygiene waste.
 - Provides access to fresh water.
 - Provides an area to wash dishes in kitchen.
 - Keeps an extra Tiny House key.
 - Provides a mail slot in the church office for guest: Mail slot is labeled- "Guest Name" c/o Church.
 - Provides Church contact information to guest: office hours, email and phone contact info of pastor, priest, administrative assistant, custodian, religious education.
 - Provides on-going prayers for guest (with guest consent).
 - Provides Home Village Mentors with Church volunteer contact information. These volunteers may be willing to provide invitations to Church activities, meals and transportation.

Area Resources

• **Chippewa County Resources:**

<https://www.co.chippewa.wi.us/home/showdocument?id=24400>

- Our Saviors Church “ We Care Sunday Dinner.”
- Area Food pantry schedules.
- Laundry: “Lighten Your Load” .
- Open Door Clinic.
- Ride Share.
- Catholic Charities.

Documents Page

- **Hope Village Contact List**
- **“Check-In” Check list**
- **“Check-Out” Check List”**
- **Hold Harmless Agreement**
- **Secure Living Plan Template**
- **“Tiny House” Exit Survey**
- **Restock Tiny House Supply List.**

Hope Village Contact Information: (Insert exl ss)

Contact Name	Cell	Work/ Office phone	Email
Mike Cohoon	715-210-5405		cohoonms@yahoo.com
Jennifer Barrett		715-861-5002	barrettj@lecdc.org

Done

Check In- Check Out Form.xlsx



Check In Check Out Sheet1

Check In- Hope Village Tiny House # _____			
Guest Name _____			
Task	Date Completed	Initial	Comments
Meet with Navigator			
Intake Packet			
Review Guidelines and Responsibilities			
Review Policies and potential consequences			Condition of house checked weekly by mentor or navigator
Set up first weekly meeting			
Navigator to contact the YMCA and get guest a Shower Pass			
Set up meet and greet of mentors within 24 hours of admission			
Mentors introduce to church and staff			
Mentors tour Tiny House w/guest			
Review commode procedures; ensure commode is emptied daily			
Review parking and smoking rules			
After Week One			
Review of Guidelines			
Establish Secure Living Plan			
Establish Employment or income source			
Connection to health resources			

Check In Check Out Sheet1

Check Out- Hope Village Tiny House # _____			
Guest Name _____			
Task	Date Completed	Initial	Comments
Meet with Navigator			
Exit Interview			
Review move out Responsibilities			
Clean out refrigerator			
Wipe down all surfaces			
Clean out commode			
Remove bedding			
Return YMCA Pass			
Return Keys			
Walk through Tiny House with Mentor or church staff			