



## Resident Handbook for Transitional Living

### Introduction

**Mission:** Harriett's House is a transitional living program that provides a safe, supportive, and structured environment for adult women who are victims of trafficking and sexual exploitation. Harriett's House allows residents to live in their transitional home for up to 2 years. Harriett's House transitional structure provides an environment where women can rebuild their lives, develop life skills, and achieve sustainable independence. Harriett's House is committed to empowering residents through individual support, community connection, and access to essential resources that foster long-term stability and personal growth.

**About:** Victims of trafficking/exploitation/other issues are not homogeneous. By offering a stable living environment and support options, Harriett's House ensures that appropriate, supportive environments are available to our clients. Harriett's House provides housing **with a reasonable monthly community living fee**. The fee will begin at a reduced rate and will gradually increase over time. (Please see the respective section below for details regarding the program fee). Harriett's House provides case management and connects residents with essential resources such as therapy, medical resources, housing resources, and other needed resources. Harriett's House expects residents to meet weekly community requirements for housing eligibility.

**Goal:** The goal is to assist women in achieving long-term stability, allowing them to move forward with their goals and dreams. Harriett's House provides a client-centered environment where clients can make strides toward autonomy and healing.

### Requirements for Entrance

To be considered for entry into the Harriett's House transitional living program, applicants must meet the following minimum criteria:

- Have a **minimum of 60 days of sobriety**, verifiable through treatment records or provider confirmation
- Possess **active Medicaid** to support ongoing medical and therapeutic care
- Be able to **provide medical and therapeutic records** from the previous 6 months as part of the intake and assessment process
- A completed **background check**
- A method of **payment upon arrival**

## Monthly Program Fee Structure:

Program Month	Monthly Program Fee	Household Goods Contribution	Total Monthly Cost
Months 1-3	\$350	\$25	\$375
Month 4	\$400	\$25	\$425
Month 5	\$450	\$25	\$475
Month 6	\$500	\$25	\$525
Months 7-24	\$550	\$25	\$575

### **Program Fee**

All residents are required to pay a program fee **upon arrival**. This fee helps cover basic living expenses while in the program. The fee is due on the day of intake, regardless of whether it is paid by the resident directly or by a sponsor, agency, or referring party. Harriett's House staff will communicate the prorated living fee should a resident arrive after the first day of the month.

The program fee is due by the 5th of each month. A fee of \$5 will be accrued each day the program fee is late.

Failure to pay the fee may delay entry into the program unless prior arrangements have been made and approved by staff.

The Household Goods fee covers the basic cleaning and main household paper goods. Anything purchased without Harriett's House staff approval will not be reimbursed.

\*Please note: **Program fees are non-refundable**. If a resident chooses to leave or is discharged before the end of the month, no partial refunds will be issued.

### **Transitional Living Participation Requirements**

To support a structured, healing-centered environment, all residents at Harriett's House transitional living home are expected to participate in a set of core activities designed to build community, foster personal growth, and maintain accountability in recovery. These requirements help create rhythm, safety, and connection within the home.

### **Program Expectations Include:**

- **2 Family Meals:** Residents are expected to participate in two shared family-style meals per week that **should include all transitional residents.** It may be on or off campus. These gatherings are an important part of building trust, community, and mutual support.
- **Weekly Community House Meetings:** A weekly family meeting is held for all residents and staff to discuss house updates, address concerns, and celebrate progress together. **Residents are expected to plan work around the expected weekly house meeting.**
- **Weekly Therapy:** Residents are required to participate in weekly individual therapy sessions with a credentialed licensed therapist or counselor. Therapy is a key part of the healing process and provides a safe space to explore trauma, develop coping skills, and set recovery goals.
- **Weekly Check in:** Residents are required to participate in weekly check-ins with the Program Director. These meetings are essential for setting goals, reviewing progress, and ensuring ongoing support throughout the program.
- **3 Times a Week Recovery Support:** Residents must attend a minimum of three recovery-supportive meetings per week **(1 may be on zoom; the other two must be in person).** These may include 12-step meetings (e.g., AA, NA), organized Bible studies, Celebrate Recovery, church services, trauma support groups, peer support groups, or other programs that promote sobriety, healing, and growth. **Residents should consult staff to solidify the type of groups they plan to attend to ensure that they promote healing and growth.**
- **Employment, Schooling, or Volunteer Work (30 hours per week minimum):** Residents are required to maintain a minimum of 30 hours per week engaged in structured activities. This requirement may be met through employment, schooling, volunteer work, or a combination of these as long as the monthly program fee is paid. Residents must provide the Program Manager with appropriate documentation, such as employment verification, proof of class enrollment, and/or volunteer hours signed by the volunteer/project coordinator.
- **Weekly Peer Support:** Residents are expected to spend time with their sponsor and or mentor on a weekly basis doing activities that would promote growth.
- **Monthly community-living fee:** See the chart above for clarification. The fee will gradually increase over time. This incremental adjustment is designed to help residents transition smoothly into independent living and better prepare for local housing costs.

### **Proof of Participation:**

Residents will be asked to provide simple forms of accountability for their recovery meetings. This may include written reflections, a meeting signature sheet, or another version of “homework” that supports personal insight and responsibility. These details will be explained during orientation and discussed with the Program Manager.

Participation in these program components is a vital part of community living at Harriett’s House. They are designed to respect individual healing journeys while holding the structure necessary for shared safety and success.

## **Intake – Search of Resident's Belongings**

**Admission to the residential program:** As part of the admission process, staff will work with you to search any possessions you have brought into the program. Residents are restricted to a certain number of items that can be brought into the home due to storage space.

Residents are **limited to two bags upon arrival**. This means they must have all of their belongings stored in two suitcases or duffel bags. Residents may come with an additional small backpack or purse. Any additional items brought to the home will not be allowed, and staff may request residents to donate or store additional belongings before arrival.

Staff will conduct a thorough search of all items that each resident brings upon arrival. Staff will also ask residents to wash all clothing within 24 hours of arrival on their own time. The staff may ask you to voluntarily hand over any valuable items for safekeeping. Any dangerous, inappropriate items, or items not aligned with our conservative Christian faith will be asked to be handed over for safekeeping, storage off property, or disposed of on property, as appropriate. All removed items will be documented in detail and stored accordingly. Staff reserves the right to determine what items may be allowed in the home.

This review of possessions at admission is a collaborative, non-threatening process. Residents will not be subjected to a contact search of their person on admission unless there is a lawful reason to do so.

During intake, residents will be supported in completing the necessary consent and program forms. This process is guided by trauma-informed staff and is designed to be respectful, collaborative, and as comfortable as possible.

## **Faith-Based Environment**

This program is grounded in a conservative Christian faith, and our values, policies, and environment reflect that foundation. While residents are not required to be Christians or participate in religious activities, it is important to understand and respect the faith-based nature of the home. Items that contradict or conflict with our conservative Christian values—such as crystals, bones, tarot cards, spell books, occult symbols, or other spiritual artifacts—are not permitted in the residence. **The practice of witchcraft or related spiritual rituals is not acceptable in any form.** **Staff reserve the right to use discretion in determining whether an item is inconsistent with the values of the program and may ask for its removal if necessary.**

## **Urinalysis (UA) Policy**

Residents may be required to complete urinalysis (UA) testing as part of transitional living compliance and to support a safe and sober living environment. UA tests may be conducted randomly or as deemed necessary by staff. Refusal to submit a sample or tampering with a test may result in disciplinary action or a review of the resident's program status.

## **Privacy and Confidentiality**

Harriett's House values and protects confidentiality of client information. For the program to work effectively, clients must have confidence that information they provide will be safeguarded appropriately. This means that ALL location services are always turned off on devices while on property. This also means that residents do not invite guests on property who are not HH staff, HH-affiliated volunteers, mentors, peer support coaches, or Uber service drivers. Exceptions can be made on a case-by-case basis but must be approved by the Program Manager. There is NO CIRCUMSTANCE where any male, no matter the affiliation, should be on HH campus. Harriett's House staff will take necessary disciplinary action if any of these rules are broken.

## **Client Confidentiality and Information Security Expectations**

Clients also are expected to protect the integrity of staff and case management meetings by not sharing information with other TL residents.

## **Curfew**

To support safety, stability, and healthy routines, Harriett's House enforces a strict 10:00 PM curfew every night. All residents are expected to be inside the home by this time unless approval has been given by staff or the senior resident.

Adhering to curfew is part of maintaining trust and accountability within the community. Repeated violations or failure to comply may result in dismissal from the program.

## **Dress Code**

For health and safety reasons, bare feet are not allowed outside of the shower.

In line with our conservative Christian values, we expect residents to dress modestly. Modest clothing should cover your breasts (including cleavage), abdomen, and butt, especially when wearing tight-fitting clothing. (Leggings, etc.). If you wear clothing that goes against our standards, staff will ask you to change and allow them to place the item in storage.

Clothing must not display offensive language, such as cursing, crude remarks, racist symbols, alcohol, or drugs.

Attire must not indicate any affiliation with gangs through signs, colors, emblems, or symbols.

## **Medical Services/Medication**

Harriett's House recognizes the importance of medical services, so residents will be able to connect with the Program manager for a list of needed medical resources. Residents may choose to seek medical care wherever they desire. However, medical insurance is required. Private insurance, Employer-provided insurance, or Maryland Medicaid is required while at Harriett's House. If assistance to obtain insurance is needed, please seek the Program Manager.

NOTE: Residents are responsible for administering, obtaining, and properly taking their own medications. Harriett's House is not responsible for improper use/handling of medication. It is up to each resident to take it according to provider instructions.

**All prescribed medications must be stored AT ALL TIMES in the lock box staff have provided to residents. Methadone or other Opioid Use Disorder medications will be kept in the staff office, and staff will dispense to the resident.**

Should an emergency arise, call 911.

## **Room Searches and Room Assignment**

Upon entry into the program, each resident will be assigned a room, and residents should expect to have a roommate during their stay.

To support fairness, safety, and stability for everyone in the community, room changes are not permitted. We understand that sharing space can sometimes be challenging. The program Senior Resident/Residential Peer Support and staff are here to support healthy communication and help navigate any concerns that may arise between roommates.

Harriett's House reserves the right to perform random room searches to maintain a safe and healthy environment. Residents are expected to keep their rooms neat, orderly, and free of prohibited items.

## **Smoking and Vaping**

Smoking and vaping are allowed, but residents must purchase their own products. Smoking and vaping are always strictly prohibited inside the house. Cigarette butts must be disposed of in designated outdoor smoking receptacles. Respect for shared spaces and proper disposal is required to maintain a clean and safe environment. The cigarette butt receptacle must be cleaned regularly as a shared responsibility for those smoking.

## **Transportation**

Residents are responsible for managing their own transportation. Available options include buses, personal vehicles, bicycles, and ride-share services such as Uber. The Program Manager will be available 2 evenings a week to provide transportation to the grocery store and a Celebrate Recovery Meeting. She will only be available during scheduled times to these specific places. No other stops will be made. Transportation will also be available on Saturdays for scheduled outings. Transportation will be provided to residents who sign up for the outing to the specific outing location. No other stops will be made.

## Behavior Interventions

Given the voluntary nature of the placement of women into our transitional home, should the need to intervene with negative behaviors arise, the following procedures have been implemented:

- 1) First seek to resolve the issue just between you and the respective resident. **Gossip will not be tolerated in the home.** Seek reconciliation in a peaceful manner.
- 2) If issues persist, consult with the assigned senior resident to discuss solutions.

Unresolved and ongoing issues may result in discharge from the transitional living home.

Physically violent, verbally violent, or sexual behavior will **NEVER** be tolerated. The client will be asked to leave the home immediately. If she refuses, law enforcement is to be contacted to arrange for her removal.

## Chores

Each resident will be assigned daily, weekly and monthly chores to help maintain a clean and safe environment for all. The chores will rotate so a resident won't be performing the same chore each week. The Chore Chart will be listed in the kitchen. The designated senior resident will be responsible for upholding the chores and any discrepancies will be reported to the Program Manager.

## Damages

Any broken or damaged items in the home, whether the property of Harriett's House or another resident, will be expected to be replaced by the resident responsible for the damage, at her expense. If the damage requires the services of a repairman, the resident will be expected to pay the repair bill. The replacement item will be of equal or greater value to the original item. If no one admits to the damage, the repair or replacement will be shared among all residents.

## Food

Residents are expected to buy and provide their own food. Ask the senior resident where your respective food shelves and bins are located.

There will be a family meal twice weekly to promote community connection. This is a program requirement. No food or drinks (beside water) can be stored in bedrooms or taken into bedrooms or areas outside of the kitchen/dining room.

## Visitation

We recognize that maintaining healthy, supportive relationships can be an important part of healing and rebuilding life after trauma. We also understand that visits can be triggering or unsafe without proper structure. This Visitation Policy is designed to support client safety, privacy, and autonomy while providing a respectful and secure environment for all residents.

### **Out-of-State Visitation:**

Out-of-State visits may be permitted on a case-by-case basis, with prior approval from the Harriett's House staff and Executive Director. Approval will depend on the resident's progress, safety considerations, and the purpose of the visit. All travel plans must be submitted in writing at least two weeks in advance. UA tests will be conducted upon arrival to the home.

### **In-State Overnight Visitation:**

Overnight off-campus visits are allowed with **family members only** and are subject to prior approval. Residents must submit a request at least **72 hours in advance**, providing details such as the location, the family member they will be staying with, and the purpose of the visit. This allows time for staff to review the request and ensure it aligns with the resident's safety and well-being.

Residents are trusted to make responsible decisions regarding their visits. Any unauthorized overnight stays or failure to return as agreed may result in a review of future visitation privileges.

### **In-House Visitation:**

To ensure a safe, respectful, and healing environment for all residents, **in-house visits are limited to approved Harriett's House staff and affiliated ministry partners**. These individuals may visit for support, programming, or check-ins and will follow house guidelines during their time on site. **Male visitors are not allowed inside the residence at any time or on the property**, to honor the safety and comfort of all residents.

While we limit who enters the home to protect confidentiality and the shared space, we support residents in developing healthy relationships and social connections. We encourage residents to meet with friends, family, and mentors in public places off-site, empowering them to manage their own boundaries and safety. Staff are available if support or guidance is needed, but we trust residents to make choices aligned with their recovery and personal growth.

## **Evaluation Phase (30 Days)**

Upon admission, each resident will enter an **Evaluation Phase** lasting 30 days. This period is designed to provide both the resident and staff with the opportunity to assess whether the transitional home is a good fit for the resident's current needs, goals, and long-term success.

During this time, residents are expected to engage fully in the program, including participating in weekly check-ins, personal goal setting, and community activities. Staff will provide ongoing support while observing the resident's progress, engagement, and alignment with program guidelines.

At the conclusion of the Evaluation Phase, staff will meet with the resident to review their experience, address any challenges, and determine if the transitional home is a sustainable fit for them moving forward. This decision will be based on factors such as safety, active participation, commitment to program expectations, and alignment with the resident's personal goals. If it is determined that the program is not the

right fit, staff will collaborate with the resident to explore alternative housing or support services that better meet their needs.

Throughout this phase, all decisions will be made collaboratively, with a focus on respect, autonomy, and the resident's well-being. We understand that the healing journey is unique for each person, and we are committed to providing a supportive, empowering environment to help residents thrive.

## **Cell Phones**

At Harriett's House transitional living, we understand that cell phones are important for communication and connection, and we allow residents to have phones in the home. However, to ensure the safety, privacy, and respect of all residents, we ask that the following guidelines be followed:

**Location Services:** All location services must always be off while in the home.

**Photos/Videos:** No photos or video recordings are allowed inside or on the property of the home. This is to protect the privacy and dignity of all individuals in the residence.

**Social Media Use:** Residents are permitted to use social media, but all posts must be appropriate and respectful. The safety, privacy, and well-being of everyone in the program must be prioritized. Any violation of this policy, such as sharing private information or inappropriate content, can result in consequences, including dismissal from the program.

We trust our residents to use their phones responsibly, understanding that these rules are in place to protect everyone's safety and privacy. All social media must be professional in nature and must align with our organizational values. Any violations will be reviewed by staff and may result in a loss of cell phone privileges or other consequences.

## **Internet Use Policy**

We ask that the following guidelines for internet use be respected:

**Appropriate Sites:** Residents are encouraged to use the internet for productive and positive purposes, such as educational resources, job searches, and personal development. We ask that residents refrain from visiting websites that promote violence, illegal activities, or explicit content. Any activity that jeopardizes the safety of the home or others is strictly prohibited.

**Monitoring and Boundaries:** The internet is a tool for empowerment, but it can also be a source of stress or potential harm. If internet use leads to distress, unsafe situations, or inappropriate content, staff will address the situation.

We trust residents to use the internet responsibly and in ways that promote their personal growth and safety. Any misuse or behavior that violates the program's safety and privacy standards may result in a review of internet privileges or may lead to dismissal from the home.

## Confidentiality

Door Code: To maintain the safety and integrity of the program home, the side door code and the location of the house are strictly confidential and must not be shared with anyone, including visitors, family members, or individuals outside of the approved program staff and residents. Residents are responsible for ensuring that the home always remains secure by locking doors when entering or leaving and promptly reporting any security concerns to staff.

Program location: Sharing the house location or side door code with unauthorized individuals is a serious breach of program policy and will result in consequences, including exit from the program.

Communication: No resident is permitted to communicate via mail or telephone with their trafficker or abuser or communicate (written or telephone) with anyone who is incarcerated.

## Personal Lock Boxes

Each resident will be provided with a personal lock box (upon request) to securely store medications, important documents, or other small personal belongings. Lock boxes are intended to promote safety, privacy, and a sense of ownership during your stay. Return the lock box to the Program Director upon discharge.

## Mail

Residents should send and receive personal mail from family and friends through the program's PO Box to protect the confidentiality of the house location. Staff will check the Harriett's House PO Box frequently. Residents are responsible for purchasing their own stamps and mailing supplies.

Clients are informed of their rights and responsibilities during intake. You will receive a signed copy of these rights, and Harriett's House staff will keep a copy in the resident's file.

## Chain of Command

To maintain respect, order, and accountability within the home, concerns should be addressed through the following chain of command. In alignment with our Christian values, we encourage residents to first seek direct communication and reconciliation with respective resident(s) or staff member(s) whenever possible.

1. **Direct Resolution** – If an issue arises, first address it directly with the individual involved in a respectful and constructive manner.
2. **Senior Resident/Residential Peer Support** - If the issue cannot be resolved, bring it to the senior resident for support and guidance.
3. **Staff Consultation** – If additional support is needed, the senior resident will bring the matter directly to the Program Manager. Residents are never allowed to text message or call program staff's personal cell phones.

4. **Director Review** – If the matter remains unresolved or requires higher authority, program staff will escalate the concern to the Program Director.

5. **Executive Director**– As a last resort, the director may consult the organization’s Executive Director to address the issue. For any reason–unless pertaining to a life-threatening emergency–are residents allowed to contact the program president directly.

This process is designed to ensure that concerns are handled respectfully, efficiently, and at the appropriate level. Failure to utilize the above chain of command will result in behavioral agreement.

## **Drug Testing Policy and Procedure**

Drug screening and testing is a required part of Harriett’s House program. In the transitional home, drug screening is a critical element in maintaining a safe, drug-free environment for everyone. Regular drug testing is discussed, using motivational interviewing, with the client at intake.

Drug use during treatment should be monitored closely, as lapses do occur in treatment. Drug screening deters use while in treatment and allows the SPFW Case Managers to identify relapses sooner, creating opportunities to intervene before more serious ramifications manifest.

Harriett’s House supports client recovery with drug screening to verify compliance with treatment and to assess or reassess client’s need for clinical interventions. The program conducts drug screening at intake.

## **Discharge From Program**

A resident may exit the Harriett’s House transitional living home when she feels ready for her next chapter. Harriett’s House staff asks residents to connect with their assigned case manager to discuss a discharge plan several weeks before their move out date. Residents may live at Harriett’s House transitional home for up to 24 months.

Harriett’s House reserves the right to discharge residents from its transitional living home under (but not limited to) the following conditions:

**\*Physical or verbal violence or sexual behavior**

**\*Possession of contraband**

**\*Repeated violations of rules**

**\*Disclosure of property whereabouts**

**\*Violations of the substance use policy**

**\*Expressions of harm to self or others**

**\*Persistent disrespectful in any form or hostile behavior toward staff**

## **Client Grievance**

Upon admission, clients will be provided with a copy of the policies regarding grievances/privacy complaints and also a copy of the grievance/privacy complaint procedure. The Grievance and Privacy Complaint forms are in an accessible location to clients without request. When a client has a grievance or complaint, the following steps are involved to resolve the issue:

Clients are encouraged to first discuss a complaint with involved staff members. If the issue remains unresolved, clients may file a written grievance/privacy complaint when they feel their rights have been violated or they are dissatisfied with the services provided. The complaint can be mailed, faxed, or delivered to the address listed on the form.

The staff designated for grievance resolution/ assignment of resolution will review the complaint with the client, staff and/or any relevant witnesses.

Any grievance/privacy complaint that cannot be resolved at the initial attempt level will be forwarded to the secondary attempt level, applicable to the home.

Any grievance/privacy complaint that continues to go unresolved will be forwarded to the agency Ombudsman. The Ombudsman will research the issue and gather any additional information necessary.

At each level of resolution, the following steps will be followed:

The above staff receiving the grievance/privacy complaint shall initiate the gathering of preliminary information within 72 hours, with resolution occurring within 5 days.

The facts gained from any research will be documented on the written grievance/privacy complaint.

The resolution, when reached, will be documented on the written grievance/privacy complaint, and be signed by the resolving staff and the client.

After the grievance/privacy complaint is resolved, the designated staff will file and maintain a log of all individual grievance/privacy complaints.

All resolved grievances/privacy complaints are to be retained for a period of at least six years from the date of creation and shall contain no individually identifiable health information other than that provided by the individual filing the grievance/privacy complaint. Harriett's House shall not retaliate in any way against any individual for voicing a grievance/privacy complaint with the agency.

STAFF - Keep this last page (store it in resident's file)

Acknowledgment of Receipt and Agreement

I have received and reviewed Harriett's House Transitional Living Program Handbook. I understand the expectations, policies, and procedures outlined within, and I agree to follow them during my participation in the program. I understand that failure to comply with these policies may result in consequences, including possible dismissal from the program.

By signing below, I acknowledge my responsibility to uphold the standards of Harriett's House community.

Resident Name (Print): \_\_\_\_\_

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Witness (Print): \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Witness (Print): \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_