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November 2009

IEP YOUTH SERVICES, INC.

PROJECT OPEN HOUSE
(POH)

CLIENT & FAMILY
HANDBOOK



40 Monument Street
Freehold, New Jersey 07728
(732) 683-8903

November 2009

Welcome to Project Open House

Your Notes

Welcome to Project Open House (POH), the Monmouth County Juvenile Family Crisis Shelter. POH serves youth (ages 8-18), who have been referred to POH by the Family Crisis Intervention Unit or Family Court because of problems at home, at school, or in the community. While in the care of POH, the child will live in a private home, called a host home. The host home families are engaged in ongoing training and are inspected regularly. Each client must attend school daily and will be transported by POH. In the event of a suspension or school holiday, the client is brought to the POH office, where programming and supervision is provided by POH staff. For every client, a minimal education program pursuant to N.J.S.A. 18:10-1; and N.J.S.A. 18A:11-1 et seq. is aggressively pursued.

IEP is a 501(c) (3) tax-exempt corporation. The first program undertaken by IEP was POH. The mission is to provide therapeutic, residential, and social services to Monmouth County youth, who are in family crisis. POH is one of the programs funded by the Monmouth County Board of Chosen Freeholders, through the Department of Human Services, Division of Social Services

Each child/family is assigned a Treatment Coordinator (TC) who will have primary responsibility to assist the family. The services the family may already have will be assessed and links to other appropriate support services will be provided. If the assigned TC is not available, someone from the POH team will always be available to assist you.

- C. If a client finishes POH on Honors Level he/she will be noted as being so in his/her discharge summary to the judge.

Violation Consequences:

- A. Major Violation – Client is dropped to Level III status for 5 days and recreational activities are suspended.
- B. Medium Violation – Client is dropped to Level III status for 3 days and recreational activities are suspended.
- C. Minor Violation – Client is dropped to Level III status for 1 days and recreational activities are suspended.

PLEASE NOTE:

- If minor violations are repeated the violation will be upgraded to a medium grade violation.
- In addition, with each violation that occurs, the client is required to either write an explanation about why he/she broke the program rules or speak with his/her TC to best articulate why the violation occurred and to discuss the Level System consequences. Client must be separated from the rest of the client community and put on restriction (no recreational activities) until this accountability is completed.

Generally, a child stays at POH for approximately 28 days. However, the court may order extensions.

During the first 72 hours of placement in POH, the child will receive medical, drug and alcohol, school, home and interagency screening.

These are accomplished by POH staff in conjunction with other agencies/individuals who are involved with the family. These consultations are necessary to get a better understanding of the current crisis that brought the child and family to POH. During the time that the child is in the program, intensive therapeutic interventions include, but are not limited to inter agency communication, behavior management (when necessary) and the development of appropriate family and peer interpersonal relationships. Parents are required to attend family meetings between the hours of 9:30 AM and 3:30 PM with the child and treatment coordinator, and are expected to cooperate with the program. A comprehensive discharge plan that identifies further interventions and services for successful aftercare is developed. This may include a recommendations for evaluations and treatment that involve the entire family.

This booklet is set up as a guide for the child and family in order to make the child's stay go smoothly and the family separation as productive as possible. Ask questions if you do not understand anything. The ***most*** important thing for everyone to remember is to treat all other people and property with respect, and as you would like to be treated.

Parent-POH Team Responsibilities

PROGRAMMING

Planning for successful discharge starts the day of admission and requires collaboration between POH staff and the child's parents/guardians. POH staff assess current services and provides linkage to any additional appropriate services available. Parents/guardians are not only required to attend family meetings at POH but to follow up and cooperate with recommended services.

ON CALL

IEP treatment staff are available twenty-four (24) hours a day, seven (7) days a week for emergencies. Contact must be made through the answering service by calling the after-hours line, (732) 683-8905. In emergent matters, you must inform the answering services of the emergency and that you expect a call back before the next business day. In non-emergent matters a message may be left on the general office line (732) 683-8903. Calls for information and general requests must be made during normal business hours.

Parents/guardians must be available in the event of an emergency. It is required that call blocking be removed from parents'/guardians' telephones while the child is in program. Emergency situations include, but are not limited to, medical emergencies and a child leaving the program or host home without permission.

noons unless rescheduled by POH staff based on program needs and activities.

Violation Consequences:

- A. Major Violation – Client is dropped to Level II status for 5 days and recreational activities are suspended.
- B. Medium Violation – Client is dropped to Level II status for 3 days and recreational activities are suspended.
- C. Minor Violation – Client is dropped to Level II status for 1 days and recreational activities are suspended.

LEVEL IV: HONORS

Honors Level is an optional level attained when a POH client on Level III is showing marked improvement and/or exemplary effort at the program. Clients opting to be on Honors will be on this level for 7 days or more (depending on whether or not the client is granted an extended stay at POH). Clients who have maintained themselves on Level III and wishing to be admitted to Honors Level must apply for this status and seek out POH staff to discuss their eligibility. All Honors Level confirmations are made official strictly at POH staff meetings. If a client is not accepted to Honors Level, POH staff will articulate what corrective actions must be taken in order to reapply. Reapplication to the Honors Level system may occur as soon as the corrective measures are successfully fulfilled.

Privileges:

- A. Client will have the privilege of spending a maximum of 15 minutes worth of unsupervised free time outside the POH office (though clients may not wander far from the POH premises). Clients may be able to go for short walks during this time as well, under approved circumstances.
- B. Client has the privilege to cook for his or her family during visits and have exclusive use of the kitchen for an allotted period of time.

will remain there for 10 counting days (including weekends, etc.).

Privileges: In addition to Level I privileges, a client can:

- A. Telephone a friend (*with parental approval*) 1 time per week at the POH office. Access to the phone is 10 minutes.
- B. Have supervised Internet time for a minimum of 1 time per week. The maximum amount of Internet use for Level II is 15 minutes per session.

Violation Consequences:

- A. Major Violation – Client is dropped to Level I status for 5 days and recreational activities are suspended.
- B. Medium Violation – Client is dropped to Level I status for 3 days and recreational activities are suspended.
- C. Minor Violation – Client is dropped to Level I status for 1 days and recreational activities are suspended.

LEVEL III:

Clients are expected to serve as “lead by example” role models for their peers by the time they reach Level III. Clients on Level III have the responsibility to help their peers adjust at POH, such as by familiarizing new clients with the rules of the program. Clients are to remain on Level III for 14 counting days (weekends, etc.) or they may opt to spend 7 days on Level III and then move to Honors (see below).

Privileges: In addition to Level II privileges, a client can:

- A. Telephone a friend (*with parental approval*) 2 times per week at the POH building for up to 10 minutes per call.
- B. Have supervised Internet time 2 times per week for up to 15 minutes per session.
- C. Have supervised visits with a friend (with parental and TC approval) at the POH building: 3:00 PM – 4:00 PM. All supervised visits with a friend are scheduled for Thursday after-

Parent-POH Team Responsibilities

MEDICAL

Parents/Caretakers

- document medical history
- provide medical insurance information/cards
- make and keep medical appointments for a sick child
- provide all medication (prescription and over the counter) with instructions for dispensing (Prescription medication must be in the original bottle with the child’s name, instructions and prescribing doctor.)
- respond to all urgent medical matters and emergencies to authorize treatment

POH staff

- arranges a medical screening for every child
- ensures all medication (prescription and over the counter) are locked in a secure place at the host home and on the POH site
- dispenses all medication and immediately logs appropriately on medication chart
- respond to any life threatening and urgent situations and notify the parent who will ultimately authorize ongoing treatment

No child should have access to any medication at any time.

CLIENT RIGHTS & RESPONSIBILITIES

CHILD AWAY WITHOUT LEAVE

A POH representative will immediately file a missing persons report with the local police department as soon as any unscheduled absence of a child is noted.

POH staff will notify the parent/caretaker that the child is missing.

Parents/guardians are expected to cooperate with POH staff and police by providing any information that they may have regarding the possible whereabouts of the child

TELEPHONE CALLS

Each child shall be permitted to make a reasonable number of unmonitored telephone calls to people on the approved list from the POH office. (Clients are permitted to call immediate family only from the Host Home.)

Parents/guardians provide a list of persons that the child has the approval to contact. The child is only permitted to contact persons on the approved list. The Division of Youth and Family Services has unlimited access to any child during investigations of child abuse or neglect.

Telephone calls are limited to 10 minutes.

POH staff or host home parent must give permission and assist with telephone calls to ensure that

CLIENT LEVEL SYSTEM

The level system at Project Open House (POH) is one of the most important parts of our program. It provides a framework for our clients to grow and excel by outlining a series of standards and expectations. You may move up or down the level system depending on your behavior, attitude, and degree of cooperation.

LEVEL I:

New clients are automatically placed on Level I for a period of 4 counting days (including weekends, etc). This allows the client the opportunity to get adjusted to the rules and regulations of the program. One of the first responsibilities of the new POH client is to sit down with his/her treatment coordinator (TC) to discuss personal goals while attending the program.

Privileges: Participation in all recreational activities.

A. Recreational activities include, but are not limited to, sports, television, books, music, video/non-internet computer games, movies, or outings with other clients.

Violation Consequences:

- A. Major Violation – Level I extended for 5 days and recreational activities are suspended.
- B. Medium Violation – Level I extended for 3 days and recreational activities are suspended.
- C. Minor Violation – Level I extended for 1 day and recreational activities are suspended.

LEVEL II:

Clients are expected to be compliant with the POH program rules by the time they reach Level II. All clients on Level II

Infractions

MEDIUM INFRACTIONS

- **Disregarding or refusing to cooperate with in house staff, van drivers, and/or host parent instruction**
- **Use of profane/abusive language**
- **Suspension or truancies from school**
- **Refusing to cooperate with random urine monitoring**
- **Spitting in a socially inappropriate manner**
- **Inappropriate remarks concerning staff, family, race, etc.**

MINOR INFRACTIONS

- **Refusing to discard trash/recyclable properly**
- **Eating in non-designated areas**
- **Watching prohibited programs**

Clients are given 1 warning regarding minor infractions. Further infractions of the rule thereafter will result in the loss of privileges for that day (i.e., visit, phone call and/or loss of recreation.) and/or another consequence deemed appropriate by POH staff.

****Please refer to the Level System section for the corresponding consequences to any infractions.**

CLIENT RIGHTS & RESPONSIBILITIES

MAIL

Incoming mail must be addressed to a client, C/O POH, 40 Monument St., Freehold, N.J 07728.

Mail will be distributed Monday through Friday.

Mail will be opened in the presence of a POH staff person to ensure that there is no contraband items enclosed.

Host home providers will provide each client a maximum of (5) stamps and five (5) envelopes upon request.

JOURNALS

All clients have the right to maintain private journals.

All clients must respect the rights of others and must not in any manner interfere with the privacy or confidentiality of another client.



CLIENT'S RIGHTS & RESPONSIBILITIES

ACCESS TO TREATMENT STAFF

All clients will have access to his/her Treatment Coordinator or covering treatment staff on a daily basis.

Clients must request permission and have the treatment staff notified before going upstairs to the treatment staff offices. (This is necessary to ensure that confidential discussion with other clients, staff, or telephone contacts is not overheard)

Clients will knock and ask permission prior to entering any office.

RELIGION

Every client will be afforded the opportunity to participate in religious activities and services in accordance with his/her own faith or with that of his/her parents.

No client will be forced or intimidated into attending any religious functions against his/her will.

Infractions

MAJOR INFRACTIONS

- * **Physical violence or attempted physical violence to staff, other child, parent, etc.**
- * **Deliberately destroying or defacing property**
- * **Possession of contraband, weapons, alcohol, drugs**
- * **Stealing from staff and/or other clients**
- * **Any sexual contact/overtures with clients or lewd/sexual gestures toward other clients or staff**
 - **Hands in pants or fondling of private parts**
 - **Any physical contact with POH staff or clients**
 - **Possession of or carrying a cell phone, money, cigarettes, lighters, matches**
 - **Physical horseplay**
 - **Not obeying POH van and staff vehicle rules, including, but not limited to, disregarding a drivers directive around safety issues, excess screaming or shouting, lewd/obscene gestures towards motorist and/or pedestrians, refusing to wear a seat belt**
 - **Running away from program**
 - **Refusing to attend group meetings**
 - **Refusing to participate in activities**
 - **Incurring any new criminal charges**

*The first 5 items can and will result in criminal charges.

POH PROGRAM RULES

Attend all group & family meetings

Respect others rights to confidentiality and privacy. This includes, but is not limited to, knocking on office doors and not touching the journals of other clients.

Clients must clean up after him/herself.

Rules posted in the kitchen and recreation room must be observed at all times.

Eat only in the designated areas of the facility.

Clients are not permitted to watch TV shows deemed inappropriate by POH staff.

Personal items left at POH at the time of discharge will be discarded if not picked up within 30 days.

Rules are subject to change and are at the discretion of the program director.

CLIENT'S RIGHTS & RESPONSIBILITIES

RECREATIONS

POH provides activities and socialization for clients within the structure of host home family living. The host home parent will provide weekly recreational activities, unless the child is on restriction.

Residents from two or more host homes may engage in recreational activities together when the host home parents are together or when one host home parent is acting as an alternate caregiver for another.

Clients cannot make their own arrangements to get together or date.

POH program staff provides recreational activities for clients during school vacation periods.

POH Clients must be supervised at all times.

CLIENT'S RIGHTS & RESPONSIBILITIES

SEARCHES

One of the purposes of programs such as POH is to help the child develop a sense of self-worth and to encourage the development of values such as honesty, cooperation and family. Search regulations have been established to protect that right, while giving the host home family and POH staff the capability of discovering non-compliance with POH program policies.

Upon intake, a professional staff person will ask the client coming into the POH program to voluntarily empty their pockets, shoes, purses, etc. If a client refuses, POH maintains the right, as a private organization to relief and will make immediate application to the court.

At any time during placement, if any POH representative, suspects that the client has contraband, (e.g., weapons, drugs, pornography, cigarettes, money etc.) the client's room and belongings may be searched. No search will be conducted of the clients belongings in a host home, the POH site, or elsewhere, unless the client and two persons representing POH are present. One of the persons representing POH must be a staff member.

Frisk searches of the client will not be permitted unless there is reason to believe that the client is in possession of a weapon. Frisk searches can only be conducted by an authorized person of the same sex. Generally, police are requested to intervene in these matters.

POH PROGRAM RULES

NO smoking

No Physical contact or horseplay between clients

NO profanity or abusive language

NO carrying cigarettes or lighters/matches

NO carrying money

NO cell phones

NO alteration of any body part, skin or hair without parental permission

NO client may be visited by a former client of POH without special permission of the Program Director or coverage staff.

Cooperate with all medical, drug and alcohol (including but not limited to random urine testing), school, home and interagency screening.

Dress appropriately—All body parts must be appropriately covered (Belly shirts, tubes/halter tops, mini-skirts/shorts, pajamas are not acceptable attire).

Must request permission to leave the recreation room.