

Tunica Biloxi Tribe
Life Enrichment Shelter (LES)
Policies and Procedures

Eligibility and Intake/Discharge

The mission of the Tunica-Biloxi Life Enrichment Shelter is to promote self-sufficiency by providing shelter, employment program options, and transitional services for tribal members impacted by homelessness. This is not an emergency response shelter.

Homeless tribal members may need services due to the following reasons: lack of affordable housing, job loss, eviction, domestic violence, and/or substance usage history. The shelter is located at 915 Tunica Drive W., Marksville, LA. There are 13 rooms available to accommodate individuals or families.

Member Eligibility & Entrance Requirements

If you or your family is impacted by homelessness, the Tunica-Biloxi Life Enrichment Shelter is here to assist you with creating a path to self-sufficiency. We have listed our entrance guidelines below, please read through these policies to learn about the requirements to stay at the shelter.

In order to be eligible for TB-LES, a participant must be meet the following requirements & provide the following items:

- a) enrolled within the Tunica-Biloxi Tribe of LA
- b) form(s) of identification
- c) complete a background check (persons with convictions of a crime against another person within the last five years and/or a conviction of a crime against a child at any time will be denied entry to ensure shelter safety and/or contingent upon approval of the Service Directors Committee).
- d) complete a drug-screening
- e) adhere to the program policies and procedures
- f) meet LES point requirements for admissions (eligibility will be determined upon the family situation, needs, and wait-list availability).

Random, monitored urine drug tests will be performed. You may be asked to leave if you fail this test.

All room assignments are provided on a first-come, first-serve basis. We do not hold rooms for



guests. However, when you become a program client, we will hold your assigned room as long as you are cooperating within the program. Clients, if approved for admissions, will be allotted temporary housing for no more than 90 days. LES is a short-term, emergency shelter and is not equipped for longer-term housing situations. Additional stays may only be granted by approval from the Service Directors Committee.

The check-in and intake process for individuals who are not currently enrolled in our program is held from Monday-Friday from 10:00 am-4:00 pm daily.

Intake Procedure

Clients are informed of the purpose, scope, and contents of services offered at TB-LES at the onset of service entrance. A person becomes a client at the shelter when both staff and the client have mutually agreed upon service, entrance paperwork has been completed and a file has been opened.

The client must be able and willing to participate in the admissions procedure. If they do not, staff may use their discretion about admission and will inform the Service Directors Committee for awareness and follow up. If they are not accepted, a referral may have to be made to another shelter for assistance. If any behavioral or criminal problems occur, Tunica Biloxi Tribal Police Avoyelles Parish Sheriff's Department and/or Marksville City Police may be called.

The following admission procedures are followed for all clients:

- Ask clients to identify themselves and provide a form of identification
- Determine if the person is barred from the shelter
- Administer shelter questionnaire and client intake forms
- Present the client a copy of the policy and procedures
- Assign a room

Orientation of those being served begins at intake. Each new client will receive a copy of "Shelter Rules" and will be asked to sign the statement of agreement. Orientation will be conducted in a way that is clear, consistent, and understandable and will include:

- Identification of shelter workers and their role
- Information about how the program operates
- Mission, program, and services of TB-LES

Client Rights and Responsibilities

The TB-LES respects the rights and dignity of the people serviced and treats them in a non-coercive manner.

Rights

- The right to feel safe in the TB-LES facility;



- The right to be considered for accommodation and housing fairly;
- The right to receive help finding and staying in suitable housing for a long-term basis;
- The right to be treated with respect regardless of race, status, gender, sexual orientation, age, religion or beliefs;
- The right to be informed about shelter policies that may have a direct impact on you;
- The right to confidentiality;
- The right to receive help when applying for assistance, employment and health services, educational opportunities and other support services; and,
- The right to make a complaint if a decision does not make sense to you.

Responsibilities

- The responsibility to respect the rights of others to feel safe;
- The responsibility to respect the privacy of others;
- The responsibility to follow rules and guidelines of the shelter;
- The responsibility to let program staff know if you are unable to keep necessary or scheduled appointments and need to reschedule; and
- The responsibility to work cooperatively with program case management & guidelines.

Discharge Procedure

The TB-LES ensures that when services is terminated, either voluntarily or involuntarily, employees follow an orderly and respectful process.

Discharge may occur when the client:

- Achieves his/her goals and is ready to discontinue services
- No longer wants to stay at the shelter and receive services
- Refused to adhere to the policies and procedures of the shelter (e.g. violent aggressive behavior, substance usage, weapons possession, letting other reside in their room without approval)
- Has needs that exceed the resources and expertise of the TB-LES staff.

Discharge checklist:

- Wrap up case planning with the client
- Complete a discharge/aftercare plan with the client
- Have the client complete a satisfaction survey prior to leaving
- Record the reason for discharge
- Make appropriate referrals as needed



- Ensure all client personal property has been taken by the client; if the client is unable to take possession of their property, it will be stored for an additional 30 days, after which the property will be disposed of or donated.
- Enter a closing summary in client file which includes reason for discharge, service goals and outcomes, plans for follow-up and other comments as appropriate.

Involuntary Discharge:

In some cases, the shelter may require a client to be discharged on an involuntary basis. The Shelter Manager/Service Department Directors must sign off on the decision to ask a client to leave. Staff are to always remain non-judgmental in their approach to the client and be honest with the client about why he/she is being asked to leave.

Programs and Services

Education, health, life skills and employment are the cornerstones of the TB-LES program. Our philosophy is that in order to regain self-sufficiency, a person must have the ability to secure and maintain employment to produce a steady income in a healthy manner. Individual clients receive assistance in identifying the barriers keeping them from maintaining employment and stability in the community.

We understand that many guests may have challenges such as mental illness or addictions that must be addressed before they are able to maintain employment. Therefore, the shelter works in conjunction with other tribal departments and programs to offer a continuum of individualized services to increase the guest's probability of long-term success. Beyond basic shelter, services include:

Comprehensive case management: Individualized services are provided to identify and address each guest's barriers to employment. The tribal service departments (Health, Housing & Social Services) service as the "broker" of services for clients as they leave the shelter so that services can be continued in the community. These departments will construct and lead a case management plan for all shelter clients.

Employment Services: Vocational assessment, job readiness and job placement services are provided for each client once their major barriers to employment have begun to be addressed.

Education for Adults: Educational opportunities are provided to help clients secure and retain employment. Financial education instruction is provided as part of both the education and case management programs.



Education for Children: Children have the opportunity to enroll within the Tunica-Biloxi Tribe Education program for school assistance and tutoring opportunities.

Health Services: Health assessments, diagnosis and health monitoring will be available through the tribal health clinic for client needs. In addition, coordination of treatment services will be available through behavioral health programs if necessary for program requirements.

Housing: Relocation housing assistance for relocation will also be available for clients who have completed program guidelines & successfully completed a case plan.

Service Restrictions

Policy

The TB-LES does not accept clients who are actively using drugs and/or alcohol. If an individual identifies as alcohol or substance dependent, then treatment services will be provided to the individual prior to residing at the shelter. Clients must agree to remain sober while staying at the shelter. Any client suspected of using non-approved drugs will be required to leave the shelter.

Procedure:

- Clients are questioned about their current drug and alcohol use and will be required to take a urinalysis testing; monitored testing will be utilized, if necessary.
- Clients are asked to commit to remaining drug and alcohol free during their stay at the shelter.

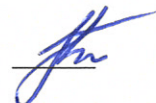
Policy

A client will be required to leave the shelter when staff has witnessed the person, or he/she has admitted to, being verbally or physically violent or harmful to anyone inside the shelter or has repeatedly targeted another individual. This includes, but is not limited to:

- Hitting, kicking, slapping pushing
- Throwing objects at someone
- Any unwanted physical contact
- Verbally abusive repeatedly to the same person

Procedure:

- Staff will intervene in a conflict in the shelter and encourage those involved to work things out respectfully and offer to mediate.



- When needed, counseling health services or other related services can be offered to clients, if available.
- When a client has assaulted anyone in the shelter or been aggressive and staff have seen it, he/she must leave.
- The client may react angrily and staff may be the target of that anger. If a staff member is concerned about personal safety and is on shift alone, notify the police.
- Notify the Shelter Manager immediately and complete a Critical Incident Form.

Confidentiality

The TB-LES values and protects confidentiality of client information. For the shelter to work effectively, clients must have confidence that information they provide will be safeguarded appropriately.

Procedure:

- Treat as confidential all discussions about clients, all client case records, and all other material containing information about clients;
- Keep client files secure and locked;
- Limit access to client files to authorized persons; and
- Do not leave clients or other people unattended with confidential material.

Critical Incidents

All critical incidents must be documented. These include, but are not limited to, incidents which pose a potential liability and where outside intervention has been sought (police, fire, emergency services, etc.)

Procedure:

- Inform the shelter manager as soon as possible. Complete the Critical Incident Form in as much detail as possible.
- The shelter manager will initiate a critical incident debriefing session with the Service Department Directors.



Housekeeping & Hygiene

The TB-LES understands the importance of maintaining hygienic, sanitary environments for the clients and staff. The shelter maintains a consistent and high standard of housekeeping.

Procedure:

- Clients are assigned a set of bedding linens at intake as well as three towels. The client is responsible for washing their linens and towels weekly.
- Staff retains the right to complete an inspection of rooms on a random basis to ensure safety for residents.
- Staff are not responsible for new bedding or towels for clients.
- Clients will keep personal belongings within their room organized and clean.
- Clients will take out garbage regularly and not leave uneaten food in room to attract bugs or rodents.
- Clients will keep room neat and orderly.
- Pets are not allowed within rooms or on the shelter grounds. Service animal requests are to be reviewed for approval by the Service Directors Committee.
- Any client who does not comply is at risk of termination of services.

Transportation

The Tunica-Biloxi Non-Emergency Transportation Service (TB-NETS) is available to LES clients for medical, health, and other necessary appointments for individuals who qualify for services under the program guidelines. (Please refer to TB-NETS guidelines for more information.)



Agreement & Signatures

I, _____, have been explained the shelter policies above and understand the content. I agree to follow the rules and regulations of the Tunica-Biloxi Life Enrichment Shelter and agree to abide by the conditions listed. I have also been given a copy of the policy for my review and personal possession.

Client: _____ Date: _____

Shelter Staff: _____ Date: _____

Witness: _____ Date: _____



The Life Enrichment Shelter Policy/Procedure manual was approved and adopted by the Tribal Council on:

Date: 9.8.22

Signing Official: Beverly C Rachel

The Life Enrichment Shelter Policy/Procedure manual was approved and adopted by Tribal Administration on:

Date: 9/7/22

Signing Official: James J. Matt

