

# MBK Outreach Ministries Permanent Supportive Housing

## Policies and Procedures Manual

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### 1. Program Overview

MBK Outreach Ministries is committed to providing stable, supportive housing for individuals experiencing homelessness. Our goal is to ensure that every participant has access to safe shelter, supportive services, and a path toward independence and wellness.

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### 2. Supportive Services

#### A. Mental Health Counseling

- Participants will have access to **mental health services** through partnerships with licensed nonprofit organizations.
- Upon intake, participants will be assessed for mental health needs.
- Based on this assessment, referrals will be made to internal or external licensed counselors.
- Participation in counseling is encouraged as part of maintaining housing stability.

#### B. Drug & Alcohol Counseling

- Substance use assessments will be conducted during intake and updated as needed.
  - Participants will be referred to **substance abuse counselors or rehabilitation programs**, depending on severity and need.
  - Services may be provided on-site or in collaboration with community partners.
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### 3. Housing Provisions

- Residents are provided with **a furnished room or bed** to ensure they are no longer unhoused.
- **Daily breakfast** is included as part of supportive living services.

- Residents are expected to contribute to maintaining a clean, safe, and peaceful environment.
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#### **4. Substance Use on Property**

**Policy:**

Substance use is strictly prohibited on the premises.

**Procedures for Violation:**

**1. First Incident (Non-Severe Disturbance):**

- Written warning issued
- Mandatory meeting with housing staff and possible referral to counseling

**2. Second Incident:**

- Temporary suspension from common areas
- Reassessment of suitability and increased supervision

**3. Severe Disturbance (e.g., threats, violence, medical emergency due to overdose):**

- Immediate removal from the property (temporary hold)
  - Review by program director
  - Potential for termination of housing contract
  - Referral to inpatient rehabilitation or emergency services if needed
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#### **5. Smoking Policy**

**Policy:**

Smoking of any kind is strictly prohibited **inside any room or indoor area.**

**Procedures for Violation:**

- **First Violation:** Verbal warning and education in smoking areas
- **Second Violation:** Written warning.
- **Third Violation:** Possible termination of housing agreement

**Designated outdoor smoking areas** will be provided.

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## **6. Pet Policy**

### **Policy:**

Pets are not permitted. **Only verified service animals** are allowed under the Americans with Disabilities Act (ADA).

### **Procedures for Verification:**

- Documentation of service animal status must be submitted at intake or upon arrival
- Emotional support for animals are not permitted unless approved by legal exception
- All service animals must be properly always vaccinated and under control

Violations will result in the removal of the animal and possible review of tenancy.

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## **7. Quiet Hours Policy**

### **Quiet Hours:**

From **10:00 PM to 7:00 AM**, all residents must limit noise and respect others' right to rest.

### **Procedures for Violation:**

- **First Violation:** Verbal reminder
  - **Second Violation:** Written warning
  - **Repeated Violations:** May lead to behavioral agreement or review for continued eligibility
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## **8. Termination of Housing Contract**

### **Grounds for Termination Include:**

- Continued disruptive or dangerous behavior
- Repeated violations of policies (e.g., substance use, violence, smoking indoors)
- Property damage or theft
- Non-compliance with core supportive service engagement

**Termination Procedures:**

1. Incident documented and reviewed by housing management
2. Resident given opportunity for hearing or mediation
3. If unresolved or behavior continues, **30-day notice of termination** issued
4. In cases of emergency (threats or violence), **immediate removal** and notification of authorities

Supportive referrals will be made where possible to ensure a safe transition.