

THE LAKE OSWEGO TRANSITIONAL SHELTER MINISTRY HANDBOOK

Providing direction to those serving guest families
at the Lake Oswego Transitional Shelter Apartments

1111 SW Country Club Road
Lake Oswego, OR 97034
503-697-2091

and

1857 South Shore Blvd.
Lake Oswego, OR 97034
503-697-1408

Mission

“Our mission is to provide families in transition from homelessness with the safety and shelter of a temporary home where they can receive the direct support and services needed to return to self-sufficiency. Our ministry, offered in the context of faith-directed hospitality, is committed to their transition to independence. Our ministry functions in partnership with the involved congregations in Lake Oswego, Annie Ross House of Milwaukie, and Clackamas County Social Services. Together we work to support the establishment of additional shelter facilities and an increasing community awareness of the needs of families in crisis.”

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LAKE OSWEGO TRANSITIONAL SHELTER MINISTRY (LOTSM)

Description of Past/Present/Facilities

Past: This ministry sprang from meetings called by Our Savior's Lutheran Church beginning in 1986 when representatives of several congregations in Lake Oswego began discussing the need to "do something about" the homeless. Two years of research suggested that the greatest need was for transitional housing options. At the time, no transitional housing was available for families following emergency shelter placement in Clackamas County. The Lake Oswego United Church of Christ offered its facility as a site for the shelter. With donated labor and furnishings, volunteers from 7 congregations converted a small office into a bedroom with a shower for guest families. A living room was created from an adjacent church school classroom. Families shared the use of the church kitchen and rest rooms with the congregation. In partnership with the Annie Ross House and Clackamas County Social Services, the Ministry opened the shelter's door to the first guest family in September 1988.

Present: Congregations currently involved in the ministry include: Episcopal Church/Christ Parish, The Church of Christ, Scientist, Lake Grove Presbyterian Church, The Lake Oswego United Church of Christ, The Lake Oswego United Methodist Church, Our Lady of the Lake Catholic Church, and Our Savior's Lutheran Church. Unlike many transitional shelters where a caseworker has time to stop by once a week, our families receive daily contact from volunteers. Many of our guest families have stated that it is the love, kindness, and generosity of ordinary people volunteering to lend a helping hand, believing that they can get back on their own feet that have made the difference in their lives.

The "Lake Oswego Model" of Congregation-supported transitional shelter ministry has been presented to congregations throughout the metro area and beyond. Some form of the model has been replicated in four locations in Oregon and one in Idaho. A handbook was created to facilitate volunteer engagement and training. Many orientations for prospective volunteers from congregations and the community at large have been offered frequently. Materials and information about our ministry can now be found on our website at www.lotsm.org. The shelter ministry employs no staff and is operated entirely by volunteers recruited from sponsoring congregations. Funding for the day-to-day operations of the ministry comes solely from the coalition congregations and unsolicited individual donations.

The Lake Oswego Transitional Shelter Ministry functions in a 3-way partnership with the Annie Ross House and Clackamas County Social Services. Our transitional site provides housing for families after they have lived in a short-term emergency shelter. Representatives of the Annie Ross House Outreach Program screen families for placement in our apartment. Housing is typically provided for 90 days (sometimes longer, on a case-by-case basis) in order to stabilize the family as they save money for a deposit and first/last months' rent for permanent housing. Professional case management (e.g., long-range planning for permanent housing, employment, health insurance, and other social services) is provided by a self-sufficiency social worker from Clackamas County Social Services.

Volunteers from ministry congregations provide direct support services to the guest families during revolving 2-week periods. The time spent by individual volunteers supporting guest families varies widely on a daily basis (e.g., from 1 volunteer transporting the family to a grocery store for 45 minutes after work one

evening to 12 volunteers collectively supporting a family's move to a new apartment for a 5-6 hour time period on a Saturday.) Each of the coalition congregations has a representative who coordinates the volunteers from their respective congregations. The services provided include: daily contact; transportation support; life-mentoring in budgeting, shopping, parenting, and housekeeping; tutoring children; facilitating child care; providing enrichment experiences for children; and most importantly, listening. Volunteers are trained and monitored to work with guest families to encourage their self-sufficiency goals and support their transition toward independence.

Many guests' families have reported a regained sense of worth/belonging following their stay and success in moving forward with their lives. Some former guest families returned to offer support or possessions to current shelter residents. Coordinators from the ministry meet on a monthly basis to discuss shelter policy, planning, and other particular needs of guest families. Communication among the congregations, coordinators, volunteers, and the case-manager occurs continuously to ensure that the needs of the guest family are met.

Facilities: In May of 2000 the loose coalition of congregations was reorganized as a non-profit 501 (c)(3) with a Board of Directors made up of representatives from each of the supporting congregations. The newly formed non-profit coalition applied for and was awarded grants by Women's Club to construct a new shelter. Cash and in-kind donations from member congregations and community partners amounted to \$32,788, well in excess of the 20% matching funds required by the Block Grant. The brand new, architect designed, fully furnished one bedroom apartment meets ADA requirements and will allow first time accommodation of a family member living with a disability.

In 1998 the Lake Oswego United Methodist Church had plans underway to build a new wing. The congregation voted to support a space for a transitional apartment within the expansion. In the fall of 2001 a task force was formed to explore the funding for the apartment. Through various gifts, grants, and memorials the funds became available. Construction of the architect designed two-bedroom apartment began in October 2004, with completion and dedication in February 2005. Thus, the Lake Oswego Transitional Shelter is now operating two apartments.

Currently there is a six-month to 5 year waiting list for affordable housing in Clackamas County. Additional transitional shelters are sorely needed. Our ministry provides a proven model for committed trained volunteers supporting the needs of the homeless families when partnered with professionals from social services agencies. Many families from emergency shelters need extra help to stabilize their lives and transition successfully into permanent housing. Our ministry has enjoyed broad based community support, but the need for increased community awareness of families in crisis is great. The benefit offered by this ministry is truly multidirectional. Both those served and those who serve in this ministry find themselves understanding better our mutual need to connect with and care for others in the community.

THE ORGANIZATION OF OUR MINISTRY

Each of us plays a role in the organization that allows our ministry to function effectively. To support understanding of individual contributions to the operation, a description of ministry relationships, roles, and functions follows.

Annie Ross House and other local communities:

1. Determines which families to recommend to the LOTSM guest apartment (after families have spent a minimum of 21 days at Annie Ross House).
2. Provides initial case management for the families, supporting families in making early decisions concerning employment, application for public assistance, assessing other basic needs.
3. Works with the Clackamas County Self-Sufficiency Case Manager, LOTSM President, and LOTSM Intake Host Congregation Coordinator in helping families' transition into the guest apartment.
4. Serves as a resource or referral source for meeting families' basic needs.

Clackamas County Self-Sufficiency Case Manager

1. Participates in reviewing and selecting families appropriate for LOTSM guest apartment.
2. Completes LOTSM Intake Form and supports family's transition and move from Annie Ross House to transitional guest apartment.
3. Helps families identify and set long and short term goals moving toward self-sufficiency.
4. Provides ongoing case management to the family throughout their stay.
5. Guides/consults with LOTSM board of Directors and volunteers regarding family needs.
6. Acts as liaison between LOTSM and other agencies currently supporting guest family.
7. May provide follow-up services to families who continue to reside within Clackamas County.

The LOTSM President:

1. Promotes LOTSM to participating congregations.
2. Oversees LOTSM physical and program development.
3. Works with the LOTSM Board of Directors, local congregation coordinators, and participating congregations to set LOTSM policy.
4. Coordinates the operation of the LOTSM and oversees decisions regarding guest family length of stay and general policies affecting how the participating congregations work together.
5. Oversees LOTSM treasurer in managing ministry finances.

Local Congregation Coordinators: (Keep a set of apartment keys for her/his group)

1. Promote LOTSM within her/his own congregation.
2. Oversee recruiting, training, and scheduling of the volunteers involved from her/his own Congregation.
3. Oversee the rotating 2-week hosting period assigned to her/his group, communicating any useful information with the Clackamas County Self-Sufficiency case manager and the congregation coordinator that follows her/his congregation's hosting period.
4. Participate at LOTSM Board of Director meetings with the other ministry congregations to set LOTSM policy.
5. Work with the LOTSM Board of Directors in decisions regarding interactions with guest families, schedule changes, and any issues that may arise during their periods of hosting responsibility.

GUIDELINES FOR HOST CONGREGATION COORDINATORS

As a Congregation Coordinator, your duties will be similar to those of a House Manager. While coordinators work to provide hospitality and friendship for our guests, they also guide their congregation's volunteers in helping families follow LOTSM policies and maintain the safety and security of the apartment. An important part of a coordinator's job is to report anything learned in visits with the family (or from comments from your congregation's volunteers) that might help support the success of our ongoing ministry. Please report any observations you consider noteworthy to the LOTSM President (or is she/he is unavailable, to another LOTSM officer.)

Your interactions with guest families will revolve around presenting a friendly, supportive, and nurturing atmosphere that is non-threatening and encourages open dialogue. It should be remembered that families are being individually case-managed and are usually in the middle of their own plan of action, so care should be taken NOT to recommend our own ideas as a specific course of actions. You may be called upon to provide information or resolve a dispute. If the information needed is not available to you or a dispute is confusing, please feel free to call the LOTSM President, or other Congregation Coordinators, or the Clackamas County Self-Sufficiency case manager for support and ideas.

The First Night

1. Try to arrive at the apartment before the family does and make it appear "welcoming" (e.g., consider writing a welcome note, bringing a small houseplant)
2. Once the family arrives and their belongings are placed in the apartment, sit down with the adults and complete FORM A: "Participation Agreement." (NOTE: If the guest family has young children, ask another volunteer to be present to entertain the children, so that the adult family members will be able to focus completely on understanding the agreement they are being asked to sign.) Read the complete "Participation Agreement" aloud and have each adult initial their understanding and agreement to each item listed. Direct the family's attention to a laminated copy of the agreement posted in the apartment. Let the family know they will have 2 more forms to sign (Forms B & C) the following day that will provide them with more details about their stay at the shelter. When intake is complete, file the originals of Form A: "Participation Agreement" in the LOTSM Ministry notebook.
3. Ideally, plan to bring in groceries to prepare a meal with the guest family in the apartment the night of their arrival (see next page for basic shopping list). This serves to acquaint the family with the organization of the kitchen/apartment and the operation of appliances. Spending time together with the family allows us to begin building a relationship. We want our guests to feel the kind of personal and supportive hospitality our ministry hopes to offer.

On the guest family's second day or evening:

1. Review previously completed "Basic Inventory" (Form B) and help family post it on the apartment bulletin board.
2. Complete "Housekeeping Expectations" (Form C), initial, sign, and post on the apartment bulletin board. A demonstration of cleaning procedures and the operation of appliances may be helpful for some families.

3. Work together to prepare and share the evening meal with the guest family.
4. Offer a more thorough orientation of Lake Oswego by car (e.g. to note bus stops they will use, schools where children will attend, grocery stores, nearby school playground, George Rogers Park), especially if not provided earlier.
5. Provide assistance with settling-in and respond to questions guest family may have.
6. Extend hospitality and friendship.

On subsequent days/evenings:

1. Stop by and check with family personally, checking to see if they need assistance or support. Volunteers will visit on a daily basis until the LOTSM Board of Directors and Clackamas County Self-Sufficiency case manager make a collective decision to visit a guest family less frequently.
2. Act as a liaison for family and ministry concerns or questions.
4. Extend hospitality and friendship.

BASIC SHELTER SHOPPING LIST

Please check available food banks before going to buy for * items on the list and any other available items.

Our local food banks are: Our Saviors Lutheran – 635-4563
 Christ Episcopal – 636-5618
 Christ Community – 969-8448 (Brian P. – 2627 NE. MLK, Portland)

* Refers to items known to be available at most food banks.

Fresh Items

Eggs
Milk
Bread
Fresh Fruit
Season Veggies
Salad Mix
2 lbs. Hamburger
2 lbs. Chicken
2 lbs. Pork Chops
Apple Juice
Orange Juice

Canned Goods

*Tuna
*Corn
*Spaghetti Sauce
*Pasta
*Mac & Cheese
*Cocoa Mix
Ranch Dressing
Salt and Pepper
Mayo
Mustard
Ketchup
*Cereal
*Peanut Butter
*Apple Sauce
*Peaches

Cleaning

Paper Towels
Napkins
Foil
Plastic Wrap
Baggies
Spray Cleaner
Sponges
Dish Soap
Cleanser
Detergent
Toilet Paper
Spray Cleaner
(simply green)
Cleanser
(non abrasive)

Optional – Consult with Families

Canned Veggies
*Tomato Sauce
*Soups
Lunch Meat
Cheese
Coffee, Tea
*Oatmeal
Spices
Sugar
Rice flour
Crackers
Baby food formula
Diapers

** Note: This is just some ideas for the in-take shopping list. You should not buy everything on the list. We are trying to teach the families self-sufficiency. Thus, the apartment should be stocked with some basics for a few days but not more than a week.

** When stocking the unit for bathroom and cleaning supplies, check the storage unit under the stairs inside the church at LOUCC

GENERAL GUIDELINES FOR ALL VOLUNTEERS

Do not hesitate to call your coordinator with any questions!

Generally, if you have questions, you should call your Congregation Coordinator first. If you can not reach that person, call the LOTSM President, Secretary or a more experienced volunteer.

1. If you are sick and can't fulfill your obligations on that day, attempt to schedule your own replacement from among your groups' volunteers or contact your congregation coordinator.
2. You will be informed of your congregation's schedule before your congregation's rotation. Each coordinator uses his/her own system to schedule volunteers.
3. All pertinent information regarding guests should be communicated to your Congregation Coordinator. If you have observations that you feel should be shared, please contact your Congregation Coordinator. Report any information that will help subsequent volunteers get to know the family better and/or help congregation volunteers tailor their support for the guest families. Please report any "non-food-stamp" items needed by the family. (e.g., cleaning supplies, diapers and toiletries) to the LOTSM treasurer. The treasurer will be able to provide a reimbursement check for approved purchases for the family.
4. As volunteers, you are called to extend hospitality and a ministry of love in the name of God. You should not think of the guest's apartment as a captive way to share your faith. However, if guests seem interested and initiate such a discussion themselves, it is certainly appropriate to talk about issues of faith and spirituality with them. If our guests hear the "music" of a particular faith tradition through our ministry, they may want to know "the words." We are first here to play the music. We should be prepared to respond in the same way as we would with a guest in our own home.
5. Should you like a status report on the family before it is your turn to serve, you may call your Congregation Coordinator.

CONGREGATION VOLUNTEER INFORMATION/GUIDLINES

General guidelines for all of us...

-It is helpful to call the guest family (LOUCC: 503-697-2091 or LOUMC: 503-697-1408) the day/evening before your assigned day/s to introduce yourself (e.g., “Hi, I’m _____, your volunteer for tomorrow...”) Inquire what might be needed, offer your help/support (see ideas below), or mention that you’ll be stopping by. Initially, we will be stopping by personally each day. Later we may advise that alternating phone and personal contact will be sufficient, if the family seems to have no specific needs. TRY NOT TO BE DISCOURAGED if you call or stop by to see a family and they don’t seem to “need you”. Our ultimate goal with all families is for them to become self-sufficient. If they seem to have everything under control...hooray for them! Sometimes, their primary need is for some privacy/peace and quiet following a busy day

-Guest families are typically stressed beyond our imagining and are often vulnerable and anxious about decisions they must make. Do your best to JUST LISTEN to their concerns openly and non-judgmentally. TRY NOT to offer your own advice, even if guests actively seek it. As intermittent volunteers, we could inadvertently compromise the transition action plan toward self-sufficiency that each guest family has established with the help of their Case Manager. Our most vital role with families is to listen, to “be there” for them, demonstrating that we truly care about them and their children. It is important for our guests to hear that we believe that the current crises in their lives are temporary ones. Support and encouragement are often our best gifts to families.

-DO NOT HESITATE TO CALL YOUR COORDINATOR IF YOU SENSE ANY PROBLEM! Use the emergency numbers on the reverse side of this sheet if she/he is unavailable. While we do not give money to families in the process of learning to handle their own finances, if you hear of/note any financial need, call your coordinator to relay that information and financial support may be made available through the ministry. Thoughtful “little” gifts for family members or “prizes” for children are appropriate, if you personally choose to give them. Many families need reminding of housekeeping needs for the apartment (for health / sanitation reasons: clean sinks, bathrooms, regular laundry) If you are not comfortable with this role, call your coordinator to do the reminding!

REMEMBER: All information about families is CONFIDENTIAL- this respect is critical to our ministry!

Services you might provide or offer

- *Transportation to the grocery store, to complete errands, to medical or dental appointments, etc. (young children have their own car seats at the apartment)
- *A home-cooked dish, pot of soup, cookies, a bag of fresh fruit, etc.
- *Taking the family (or just the children)—to a playground/park, to a movie, for a drive, for a picnic, to the zoo/OMSI/Children’s Museum, or to play in a real backyard—yours? Call your coordinator about advice with this.
- *Childcare for children in your home or the guest apartment (YOU decide the hours and ages of children you would be comfortable handling)
- *Teaching/Playing games with children
- *Helping families obtain a library card/taking them to the library “story hour”
- *Helping to look for/locate housing as the family prepares to move out
- *Your own good ideas...

If you want a status report on the family before your turn to serve, please call the volunteer a day ahead of you on your group’s schedule.

REVIEW OF SOME BASIC OPERATING PRINCIPLES OF THE MINISTRY

1. **In God's name...to shelter persons in need.** We are not in the business of deciding who *deserves* to be helped, we have simply said, in God's name; we will do our best to try. Some families are easier to help than others for a variety of reasons. We end up feeling closer to some families than others. Regardless of our feelings about the outcome of a family's stay, we ultimately find that both the families and the volunteers have grown and learned by interacting with each other.
2. **To help guests learn how to sustain themselves independently** We remind ourselves as volunteers that transition to independence is the goal of our guest families. It's often a bumpy road. We are most helpful if we stand with them as a support and for the most part, LISTEN. We need to resist (as best we can) urges to jump in and rescue, knowing that this is often counterproductive to our guests needs.
3. **To make the expectations of the shelter very clear so guests won't inadvertently jeopardize their opportunity to stay with us.** The families that come to us *need* this place to stay. As difficult as it sometimes is to be "up front" about our expectations and rules, if we are not clear with them, they may lose the opportunity to stay with us. Staying with us offers just one more lesson about the world being a place where everybody has to take responsibility for his or her own actions.

Other Ideas:

***Do what you already do well and what's natural for you-** be who you are. If you are past the age of dealing with diapers, don't volunteer to baby sit—volunteer to tutor, help families move into their new apartments, help locate clothing for families\furnishings as they get ready to move on, or do some cleaning, provide transportation...

***Keep communication lines OPEN in all directions-** if you have any concerns about anything, call your congregation coordinator. DON'T HESITATE to call the Overall Ministry Coordinator or other listed emergency numbers—if your coordinator is not available.

***Stay connected to the overall ministry-** Few of us want to go to any more meetings than we have to, but all volunteers from any congregation are always invited to attend the monthly coordinator meetings held at rotating congregations on the 3rd Thursday of each month. The meetings begin at 7:00 and usually last until 9:00. It's a terrific group of people and a way to connect to the whole process.

***Know your own limitations and be clear about them-** There are so many opportunities to serve, don't worry about declining an opportunity, there will always be another one. If you don't feel comfortable driving at night, say so! If you'd rather not be asked to volunteer on the weekends make that clear, just let your coordinator know. Your needs will be respected.

***Just a couple of "BE CAREFULS"...**

***Acceptance-** To tell you the truth, my mother's standards of messy/neat; healthy/not healthy and mine have varied a bit overtime. The same is true of our families. You may not approve of a mother allowing her child to have sugary cereals, but we've found it best to choose our targets carefully. There may be more important issues than sugar. Of course, if you should ever have any genuine concern about issues such as health, safety, or child rearing practices, discuss this with your coordinator immediately

***Confidentiality-** Maintaining confidentiality is the ethical obligation of every volunteer. Our guests have a right to privacy, and we must do our utmost to protect it outside of our ministry contacts. If you have information you feel you need to share or genuine concerns, ask your coordinator of CCSC* for advice about how to handle it. In general, do not disclose last names of family members and or discuss sensitive issues with others.

***Self-determination-** At the risk of repeating ourselves, families need to learn to make their own choices and handle the resulting consequences. We need to refrain from directly or indirectly interfering with that learning. Families in

transition from homelessness are very vulnerable to advice. We help most when we encourage families to ask their own questions and examine their options as they see them...using the same sorts of active listening skills that our own best friends use with us when we “think out loud”.

***Money-**Most of our families need help with budgeting and handling money. We must be clear that volunteers are not typically a source of money. Learning to prioritize and make little money cover lots of needs is not an easy task, but it is one that must be learned if guest families are going to learn self-sufficiency during these difficult times. If there are emergencies (e.g., car insurance, medical bills, specific clothing needs) bring that to your coordinators attention and coordinators make a collective decision with CCSC’s help about our group’s financial support.

***Defer-** When in doubt, defer! Say you **don’t** have an answer but you’ll get back with the information. Put a call in to your coordinator, if she/he is not in, call the overall coordinator, and she/he might then contact the CCSC. We need to do our best to make decisions with the “whole picture” in mind and checking with our CCSC about a family’s short and long term goals allows her to shape and monitor their progress and make recommendations.

Questions we have not covered? Please Ask!

***CCSC=Clackamas County Self-Sufficiency Case Manager**, professional case manager for our guest families

EMERGENCIES

Fire: Call 911

The apartment is equipped with smoke detectors that sound audible warnings. A small, easily controlled fire may be extinguished using one of the fire extinguishers found in the apartment. In the event of any fire (even if the family or volunteers were able to extinguish it), call the Fire Department to inspect the premises and ensure the safety of the apartment and nearby congregation building. Please, never place either yourself or residents at risk by attempting heroic measures. If you are able, use the telephone to dial 911. State the address, **111 SW Country Club Road/corner of Knaus Road, Lake Oswego** and nature of the emergency. The apartment is located at the West end of the Lake Oswego United Church of Christ building. The second apartment is at **1857 S. Shore Drive, Lake Oswego**/right next to the armory. The entrance is at the lower backside of the Lake Oswego United Methodist Church. Be aware of fire exits and extinguishers in the apartment and point them out to family members.

Medical Emergency: Call Legacy Meridian Park Hospital at 503-692-1212

Driving Directions: From North I-5 Southbound, take exit 289, turn left at the stoplight. Cross the overpass and proceed on Nyberg Road. After the curve, proceed on SW 65th Avenue and take the second left off of SW 65th onto the hospital grounds and the Emergency Room

LOUMC—1857 S. Shore Blvd in the back lower level entry

In the event of a minor injury, there is a first aid kit stored in the apartment. More serious illnesses or injuries should be referred to the provider listed on the family's medical card or their personal physician. Parish Nurses can offer telephone advice and some in-home visits (See Parish Nurse Section)

Domestic and Personal Emergencies: Call 911

Families staying in the shelter are screened carefully. The likelihood of encountering domestic problems or crisis situations is low. However, should any crisis arise which presents a threat to the safety or security of guests or volunteers, dial 911 and request police intervention.

Note: Following your use of any of the emergency numbers up above, please notify your LOTSM president and/or the other LOTSM officers as soon as possible.

INTAKE POLICIES AND PROCEDURES

All guests served by our ministry have a right to privacy and volunteers must do their utmost to protect it. Maintaining confidentiality is the ethical obligation of every volunteer. First names only should be used whenever possible in mentioning the families we serve. Any problems or issues arising in families should be discussed in general terms only (e.g., developmental concerns, financial stresses, medical issues, relationship difficulties.)

1. Families are placed following a minimum 21-day stay at Annie Ross House followed by a joint consultation and recommendation of Annie Ross staff, the Clackamas County Self-Sufficiency case manager, and LOTSM Congregation Coordinators.
2. Families are scheduled for intake only after notifying all of the following persons: the LOTSM President, the LOTSM Secretary, and the LOTSM Congregation Coordinators. The LOTSM Shelter Ministry requires a minimum of three days notice before a guest family's arrival.
3. Families are received and settled-in the shelter apartment on Wednesday afternoons, unless mutual agreement is reached among the Receiving (Host) Congregation Coordinator, the LOTSM Secretary, Annie Ross staff, and the Clackamas County Self-Sufficiency case manager. The Shelter Intake Form should be completed by the Clackamas County Self-Sufficiency case manager and ready for review by the Receiving Host Coordinator on the day the guest family arrives.
4. A family of 4 persons is the maximum number of persons to be housed in each shelter apartment.
5. The Shelter Agreement shall be read aloud and initialed by all adults of guest family and the receiving coordinator on the first day of the guest family's arrival. A copy of the initialed and signed "Participation Agreement" shall be made and given to the guest family to post permanently on the bulletin board in the guest apartment. The original copy should be filed in the LOTSM binder notebook kept in a designated place.

Form A
**LAKE OSWEGO TRANSITIONAL SHELTER MINISTRY –
PARTICIPATION AGREEMENT**

Welcome to our guest apartment! We invite you and your family to share our temporary shelter as you help yourselves transition away from homelessness. Participation in our program is voluntary. Your success or failure is dependent upon your choices and no one else's. We want you to have a clear understanding of the way our ministry operates. This PARTICIPATION AGREEMENT is designed to help with that understanding. We are committed to helping and supporting you to the best of our ability. However, to protect our ministry and to ensure that our program will be available to help future families, we require a commitment from you. **Violation of any portion of the following agreement by you, your relatives, or your friends is grounds for immediate dismissal and eviction. Adult residents and the LOTSM Intake Coordinator will read these expectations aloud together. Placing your initials next to the space provided indicates that you agree to the terms and conditions of this participation agreement.**

POLICIES AND EXPECTATIONS

- _____ 1. Guests of the shelter apartment are required to make telephone contact with their Clackamas County Social Services Self-Sufficiency case manager (CCSS) at 503-794-8008 a minimum of one time weekly. Arrangement for home visits by the CCSS will be made on a regular basis.

- _____ 2. Guests of the shelter apartment agree to daily contact (home visits and/or telephone calls) with ministry volunteers. The frequency of contact by ministry volunteers may be adjusted by the CCSS at any time.

- _____ 3. The use of weapons, illegal drugs, or alcohol in any form is not permitted at any time by those residing in the shelter apartment.

- _____ 4. Ministry coordinators and volunteers are required to report observations of abuse or violence. Abuse of any kind (e.g., verbal, physical, emotional, sexual) will be reported and result in immediate eviction. Only positive discipline of children (e.g., logical consequences, redirection, "time-outs", and removal of privileges) shall be used to modify children's negative behaviors while guest families live in the shelter apartment.

- _____ 5. Smoking is not permitted indoors. Smoking is permitted **OUTSIDE ONLY** in the designated smoking area by the apartment's West door (kitchen door.) Dispose of all smoking materials in the container provided for that purpose. No burning materials of any kind (e.g., including candles and incense) are permitted inside the apartment.

- _____ 6. Guests are personally responsible for keeping the apartment and the grounds surrounding the apartment clean and tidy. (Refer to the HOUSEKEEPING EXPECTATIONS Form C.)

- _____ 7. All children **MUST BE SUPERVISED AT ALL TIMES** by their own parent/s or legal guardian. Children may play outdoors near the apartment **WITH PARENTAL SUPERVISION ONLY**. School-age children shall attend school daily and **MUST ACCOMPANY** their parent/s or legal guardian whenever they leave the shelter. Guest families may not supervise non-resident children without prior approval of the CCSS case manager. Guest families may make arrangements for childcare that has been approved by the CCSS case manager and/or LOTSM coordinators. Guest families may ask congregation coordinators for help with arranging short-term ministry volunteer baby-sitters.

- _____ 8. No pets are permitted in the shelter.
- _____ 9. Overnight absences (without previous approval from the host coordinator and CCSS case manager) may result in immediate eviction.
- _____ 10. Guests are permitted to use only medications that have been prescribed by their physician/s. Guests must inform CCSS case manager of any medications prescribed for family members.
- _____ 11. Medications prescribed by a physician and any potential hazardous materials must be kept out of children's reach.
- _____ 12. Eating and food storage is restricted to the kitchen and dining areas only.
- _____ 13. School-age children must comply with Oregon State laws regarding school attendance. The schools near the apartment are Forest Hills Elementary, Palisades Elementary, Waluga Jr. High, Lakeridge High School, Lake Oswego Junior High School, and Lake Oswego High School. Children should be enrolled within 48 hours of the family's arrival at the shelter.
- _____ 14. Evening activities on the premises must be reasonably quiet and with no sound overflow to the LOUCC church building or surrounding neighborhood.
- _____ 15. Overnight guests (other than the resident family) are not permitted.
- _____ 16. Guests must park their car in the designated parking area.

I have read the PARTICIPATION AGREEMENT for the Lake Oswego Transitional Shelter Ministry (a copy of which I have for my own reference.) I agree to abide by these policies and expectations during my stay. I understand that if I do not follow the policies and expectations as outlined above, I may be subject to immediate eviction. I further understand that I am a guest of the shelter ministry and in the case of misconduct, may be asked to leave the premises immediately, at any time of day or night.

Signature of guest/s _____ Date _____
 _____ Date _____

Witnessed by Ministry Intake Coordinator _____ Date _____

Form B: Part 1
LOTSM APARTMENT INVENTORY

1111 SW COUNTRY CLUB ROAD
LAKE OSWEGO, OREGON 97034

Living/dining area

- 1 Black leather hotel love seat
- 2 Black leather hotel chairs
- 1 36" sq. Cherry coffee table
- 1 Cherry cube (end table)
- 1 36" sq. cherry breakfast table w/2 internal extensions
- 4 Black vinyl chairs w/chrome legs
- 1 Stainless floor lamp
- 1 Stainless table lamp
- 4 Pictures with black frames (1lg. 1 med., 2 small)
- 1 Cherry entertainment stand
- 1 25" Panasonic television w/integral VCR
- 2 Red throw pillows
- 1 Area rug approx. 3' X 4'

Hall

- 1 Portable black wall phone' answering machine
- 1 Framed children's verse picture
- 1 Electric broom
- 1 Broom
- 1 Dust pan
- 1 Ironing board and iron
- 1 Plastic bucket and mop
- 1 Vacuum cleaner
- 1 First aid kit (Replace for each family)
- 1 Accordion file folder for personal papers (Replace for each family)
- 1 Flashlight (Replace for each family)

Bath

- 1 Natural wicker clothes hamper w/liner
- 1 Natural wicker wastebasket
- 1 Natural wicker counter organizer
- 1 Shower curtain
- 2 1 each toilet surround and bath rug
- 1 Bath mat
- 1 Tub skid mat (Replace for each family)
- 1 Cup and toothbrush holder
- 1 Shower rack
- 4 Sets of towels – bath, hand, washcloth

Kitchen

- 1 Side/side white refrigerator freezer w/ice & water in door
- 1 Frigidaire white built-in dishwasher

- 1 Frigidaire white slide-in range w/broiler pan
- 1 Frigidaire white microwave/range hood
- 9 Dinner plates
- 8 Salad plates
- 7 Cereal bowls
- 10 Cups
- 8 Tumblers
- 6 Taller glasses
- 2 Casserole dishes w/lids
- 3 Stainless mixing bowls
- 3 Ceramic mixing bowls
- 1 Crock-pot w/lid
- 1 Plastic pitcher
- 2 Pots w/lids
- 1 Vegetable peeler
- 1 Can opener
- 1 Pasta spoon
- 2 Serving spoons
- 1 Serving fork
- 8 Flatware place settings including: Knives, forks, salad forks, teaspoons, tablespoons, iced teaspoons
- 1 Wooden block with knives
- 1 Strainer
- 1 Measuring cup & measuring spoon sets
- 2 Skillets w/lids
- 1 Blender
- 1 Mr. Coffee coffeemaker
- 1 Electric mixer
- 1 Salad bowl w/wooden spoon and fork
- 1 Plastic strainer
- 1 Set plastic tubs w/lids, cups
- 1 13" x 9" pan
- 1 Muffin pan
- 1 Loaf pan
- 2 9" Round cake pan
- 2 Cookie sheets
- 1 9" square pan
- Assorted dish towels, clothes, potholders

Bed Room

- 2 Clothes hampers
- 1 Full size platform bed w/storage drawer and mattress
- 1 Twin trundle bed set
- 1 Twin mattresses
- 1 Cherry dresser
- 1 Cherry night stand
- 2 Stainless table lamps
- 3 Black framed pictures
- 2 Sets of bed sheets
- 1 Comforter
- 1 Window fan
- 1 Toy organizer

Exterior

- 1 3-piece Bistro set (Patio table – 2 adult chairs)
- 1 Large potted shrub
- 2 Small clay pots
- 1 Children's wading pool (Replace for each family/summer)

Laundry

- 1 Washer
- 1 Dryer

Form B: Part 2
LOTSM APARTMENT INVENTORY

1857 S. SHORE BLVD.
LAKE OSWEGO, OREGON 97034

Living Room

- 3 Stackable side tables
- 1 Telephone
- 2 Leather arm chairs
- 1 Red simulated leather loveseat
- 1 Woven magazine holder
- 1 Phillips TV
- 1 Sony DVD/CD player
- 4 DVDs: Black Stallion, Miracle Worker, Thomas & the Magic Rail Road, Hunchback of Notre Dame
- 1 Area map
- 1 Bulletin board
- 1 Bud vase
- 5 Hangers
- Strapping mats
- 6 Games: Sorry, Sequence, Pass the Pigs, Checkers, Monopoly Jr., Monopoly
- 1 Ironing board
- 1 Lamp
- 2 Artificial plants
- 2 Gold pillows
- 2 Purple pillows
- 1 Large scenic print, framed
- 1 Sunflower print, framed
- 27 Assorted children's books
- 1 Instruction/warranty binder
- 1 Coat rack
- 1 Silk flower
- 1 Wet mop + refill
- 1 Scrubster mop
- 1 Dry mop + refill
- 1 Broom
- 1 Brushell vacuum
- 1 Bucket
- 1 Dust pan
- 1 Flashlight
- 5 Cans paint
- 2 Extra shelves
- 1 Deck cards
- 2 Puzzles
- 1 Frigidaire Washer
- 1 Frigidaire Dryer

Kitchen

- 1 Red wall clock
- 2 Sippy cups
- 4 Small plastic glasses
- 4 Corning soufflé dishes w/lids
- 1 Crock-pot w/lid
- 2 Corning ramekins

- 1 Whirlpool refrigerator
- 1 Whirlpool stove
- 2 Whirlpool microwave
- 1 Built-in dishwasher
- 1 Pizza stone
- 8 Salad plates
- 8 Cereal bowls
- 2 Serving bowls
- 10 Cups w/saucers
- 10 Small bowls
- 10 Dinner plates
- 1 Red toaster
- 1 Salt & pepper set
- 1 Scissors
- 1 Can opener
- 1 Measuring spoon set
- 2 Rubber spatulas
- 12 Soup spoons
- 8 Dinner forks
- 8 Salad forks
- 8 Dinner knives
- 8 Teaspoons
- 2 Tablespoons
- 1 Meat fork
- 1 Butter knife
- 1 Sugar spoon
- 1 Pair salad fork & spoon
- 1 Blender
- 1 Muffin pan
- 1 9"x13" pan
- 1 Steamer basket
- 1 Box of tacks
- 1 Bulletin board
- 1 Calendar
- 2 Scrub brushes
- 1 Small cutting board
- 1 Cutting sheet
- 10 Juice glasses
- 10 Medium glasses
- 10 Large glasses
- 3 Mixing bowls

- 1 Basket
- 1 Spoon rest
- 1 Teakettle
- 10 Hand towels
- 4 Potholders
- 1 Utility cart
- 1 Cookie sheet
- 1 Jellyroll pan
- 5 Crocheted dishrags
- 1 Utensil holder
- 1 Sink set
- 1 Soap/sponge holder
- 1 Mr. Coffee maker
- 1 Wood knife block
- 6 Henckel knives
- 2 Peelers
- 1 Egg separator
- 1 Plastic salad server
- 1 Measuring cup set
- 1 Grater
- 1 Power mixer/2 whisks & 2 beaters
- 4 Wooden mixing spoons
- 1 Large spatula
- 1 Large spoon
- 1 Large slotted spoon
- 1 Ladle
- 1 Pasta server
- 1 Loaf pan
- 1 10" skillet
- 1 6" skillet
- 2 2 handled pots w/lids
- 1 Medium saucepan
- 6 Assorted plastic containers w/lids
- 1 Plastic grater bowl
- 1 Dish drainer
- 4 Plastic place mats
- 6 Woven fabric placemats
- Assorted sponges
- 1 Pepper hanging
- 1 Oil painting (Renee Marilee's)
- 1 Maple dining table
- 4 Chairs
- 1 Wrought iron patio table w/2 chairs
- 1 Rolling wire cart
- 1 Vacuum cleaner
- 1 Kitchen rug
- 1 Fruit bowl
- 1 String bag
- 1 Iron

Children's Room

- 1 Bunk bed w/drawer & ladder
- 2 Plastic mattress covers
- 2 Fabric mattress covers
- 2 Twin blankets
- 6 Sets twin sheets
- 2 Twin red duvets
- 2 Twin comforters
- 2 Pillows
- 3 Small plastic trucks
- 1 Set stacking donuts
- 1 Sm. Folding table w/4 chairs
- 1 Set Duplo blocks
- 1 Teddy bear
- 1 Music toy
- 4 Kids dish place settings w/pots & pans (plastic)
- 1 Wooden truck
- 1 Wooden car
- 1 Thomas train
- 1 Red ball
- 14 Sm. People & animals
- 1 Fisher Price train

- 1 Picture – circles
- 1 Picture – yellow/blue
- 1 Tub mat
- 1 Hamper
- 1 Toilet brush
- 1 Basket Kleenex cover
- 1 Basket soap dispenser
- 4 Bath towels
- 4 Wash clothes
- 1 First aid kit
- 1 Assorted toiletries
- 1 Basket toothbrush holder
- 1 Dark red shower curtain w/liner
- 4 Hand towels

Adults Bedroom

- 1 Maple dresser (5 drawers & cabinet)
- 1 Touch control lamp
- 3 Full sheet sets
- 2 Throw pillows
- 1 Lap throw
- 16 Adult hangers
- 1 Full mattress cover
- 1 Full size bed w/drawer
- 1 Waste basket
- 4 Pillows
- 2 Blue pillow covers
- 1 Tulip picture
- 1 Queen purple duvet
- 1 Queen size purple comforter
- 1 Blanket

Bathroom

- 1 Steel cabinet
- 1 Step stool
- 1 Set rolling plastic drawers
- 2 Shag bath mats
- 1 Picture beach umbrellas

Form C
HOUSEKEEPING EXPECTATIONS

IMPORTANT: GUEST FAMILIES WHO DO NOT FOLLOW THESE HOUSEKEEPING EXPECTATIONS MAY BE ASKED TO LEAVE.

Remember how grateful you feel to have a clean and welcoming place to live while you “get back on your feet”. Our ministry wants to offer this opportunity to **all** the families who come after you. Hundreds of ordinary people worked hard to build and furnish this apartment that will be “yours” for the time of your stay. **We expect you to take very good care of the apartment while you are here!** Families have told us that keeping the apartment clean and tidy has helped them feel some measure of control over their lives in a time when lots of things feel out of control.

An inspection of how you are taking care of the apartment (all rooms) will be schedule one day a week. Below, you will choose a day of week/time to have your apartment checked. The date and time of day for the inspection will be agreed upon between your family and the volunteer “checker”.

Each time a volunteer visits with you, she/he is required to casually “check” your apartment to make sure expectations are being met. If you need more cleaning supplies, ideas for how to clean something, or just plain help with cleaning, please tell your current coordinator. Supporting your family is what we want to “do”.

Apartment Checklist

We choose (day of week) _____ at (time of day) _____ am / pm for a form weekly inspection of our apartment. I understand that my family may be asked to leave the guest apartment if we do not follow these expectations.

- _____ 1. Dishes are washed and put away in cabinets (or are in the dishwasher). All food is stored in kitchen cabinets, in the refrigerator, or in sealed containers to prevent ant problems.
- _____ 2. The refrigerator is clean (old/unsafe food is thrown away)
- _____ 3. The stove/oven are clean. (a volunteer must show you how to use the self-clean oven. **DO NOT USE** oven cleaner, abrasive cleaners like comet, or “scratch pads”)
- _____ 4. Cabinet doors, fronts of stove, dishwasher, refrigerator, and small appliances in kitchen (and washer/dryer inutility room) are wiped down and clean.
- _____ 5. Pop cans/soda bottles are placed in a container outside the kitchen door to be recycled.
- _____ 6. Kitchen, living room, utility room, bathroom and bedrooms are “picked up and tidy”.
- _____ 7. Living room furniture and dining room table/chairs are dusted or wiped clean.
- _____ 8. Leather loveseat and chairs are wiped clean. (a volunteer will show you how to “condition” the leather furniture when necessary).
- _____ 9. Carpeted areas and rugs are vacuumed. All floors are clean and mopped.

- ___ 10. Kitchen and bathroom counter, sinks, and bathtub are wiped down with disinfectant. Diaper pails, potty chairs and wastebaskets are empty. All rooms smell fresh and clean.
- ___ 11. Clothes are folded and put into drawers, shelves, or hung in the closet (laundry should be done at least twice a week.)
- ___ 12. All beds are made (sheets are changed frequently so they last longer)
- ___ 13. Children’s toys are stored in the toy shelves and containers as much as possible.
- ___ 14. No toys or other personal belongings should be seen from the outside road or church driveway. Bikes need to be locked at all times.
- ___ 15. NO SMOKING is allowed inside the apartment. Smoking is allowed only outside, near the kitchen door. All smoking materials are placed in the green can.
- ___ 16. Garbage and recycle cans are to be placed to the side of the apartment (behind the lattice screen and next to the church wall) for trash/recycle pickup on Monday for the LOUCC apartment. The LOUMC apartment uses the congregation’s garbage bins.
- ___ 17. Personal belongings of guest family only are stored in the apartment or storage shed. (Guest family personal belongings will be removed completely on move-out day)
- ___ 18. One drivable vehicle (owned by the guest family) is parked in the designated apartment parking space.

Please ask any questions you have about these expectations. We want your stay here to be pleasant and successful. Remember, as you leave, our ministry will serve as your latest housing reference. If you follow these expectations, you will have an excellent reference for your next housing application. Thanks for your part in helping us maintain and offer a welcoming and clean apartment to families for years to come. Please call your current Congregation Coordinator if your family encounters any problems (e.g., are others using the congregation facilities considerate of your family’s needs?)

Formal Housing Inspection completed on this date: _____.

Areas of apartment that look great: _____.

Areas that need more work: _____.

Areas/items that need repair: _____.

Form D
MOVE-IN CHECKLIST

REVIEW 3-4 DAYS BEFORE NEW GUEST FAMILY ARRIVES
ALL PURCHASES NECESSARY WILL BE REIMBERSED– RETAIN RECEIPTS

___Consult with the “move-out” coordinator of the previous family regarding any cleaning that may remain. Review the “Move-Out Checklist (Form F) listing cleaning expectations for the apartment. Consult with the LOTSM Board about any painting or repairs needed. Make certain that the grounds surrounding the apartment (patio, porches, recycling area) are tidy and clean.

___Towels, sheets, blankets, mattress covers, and shower curtains need to be inspected to determine whether replacements are necessary. Please make certain that all bedding is clean and the beds are made up.

___The ministry supplies toiletries for guest families (soap, toothbrushes, shampoo, deodorant, and tissues). If we do not have a supply on hand (check LOTSM under-the-stair storage area at LOUCC), please purchase these items and submit receipts to treasurer for reimbursement.

___Discuss contacting the Food Ministry at Christ Community Church in NE Portland (with LOTSM Board) prior to shopping for a week’s supply of food for an incoming family. Our ministry purchases the groceries and cleaning supplies that are not covered by Christ Community Church bulk food donations (CCC Food Ministry: 503-969-8448) COSTCO and WINCO are good shopping options for groceries, disposable diapers/pull-ups, etc.

___If small children are moving in; please make certain that all childproofing measures are functioning properly. A crib is available in the LOUCC under-the-stair storage area. Purchase a supply of diapers or pull-ups, if needed. Confirm with Clackamas County Self-Sufficiency case manager that children’s car seats will arrive with the family, if needed.

___The Inventory List (Form B) that outlines the contents of the apartment must be completed. We list all furnishings (e.g., furniture, appliances, linens) to make certain that they remain in the apartment after a family leaves. However, we reassure guests that they will receive our help in gathering furnishings for their new apartment when they are ready to move-out.

___The self-sufficiency case manager will schedule an appointment for an initial visit and/or the move-in date. Consider asking more than one volunteer to be available to care for children while adults complete paperwork. Please refer to the LOTSM Handbook for detailed intake procedures.

___If possible, arrive at the apartment before the family and the CCCS case manager to ensure that the apartment looks and feels welcoming. Make plans to share dinner with the family the first evening. Ask yourself how you would like to be welcomed and you will know exactly how to receive our guests!

Form E

MOVE-OUT CHECKLIST

___ All personal belongings must be removed from the apartment.

___ All uncarpeted floors need to be swept and cleaned with a non-toxic product appropriate for the surfaces. All carpeted areas should be vacuumed. If there are carpet stains, consult with a ministry volunteer before attempting to remove them.

___ If needed, walls should be washed down with a non-toxic cleaner (e.g. Simple Green, vinegar and water). Consult with ministry volunteers before doing touch-up painting of any kind.

___ Drawers and closet space must be left empty and washed clean.

___ Soiled sheets and towels must be washed before departure.

___ The shower curtain liner and bed pillows are to be taken with the transitioning family. The shower curtain can be washed on gentle cycle, if needed. The shower stall-tub, toilet, and sink should be thoroughly cleaned with Soft Scrub or a similar product.

___ Families are to take all usable food with them. Dispose of all open or perishable food items from the shelves or refrigerator. Clean the refrigerator and microwave thoroughly with soap and water.

___ The kitchen sink, oven, and stovetop should be well cleaned with products appropriate for the surfaces.

___ All countertops should be cleaned. Dishes, pots, pans, glassware, and silverware should be washed and put away.

___ All wastebaskets must be emptied into the outside garbage bin. Monday is the trash/recycling pick-up day for the apartment. Make certain that the trash bin is wheeled outside to the curb late Sunday night or before 6 am on Monday morning.

___ Turn off water heater.

***Please leave the apartment in the condition it was when you arrived, showing respect for the next family and the ministry volunteers who work hard to support our guest families.**

Form F
PROBLEMS AND POSSIBLE EVICTION DECISIONS

1. Families are told clearly during the intake process that any infraction of “The Participation Agreement” may constitute grounds for eviction, regardless of the length of their stay. If the guest family fails to meet the Participation Agreement and Expectations, they will be asked to vacate the shelter within a timeframe determined by the LOTSM Board of Directors. The family will be considered to be trespassing on LOTSM property and the police may be called if they do not vacate as requested.
2. All LOTSM congregation coordinators should be regularly updated on the status of the resident guest family (and especially made aware of any potential difficulties or problems.) Major issues should be immediately routed through the Clackamas County Self-Sufficiency caseworker and LOTSM President, following that, the LOTSM Board of Directors. The LOTSM Secretary may email congregation coordinators or ask coordinators to contact each other on a “phone tree” basis (please refer to a current LOTSM telephone list.)
3. Arrangements will be made with a motel located near the Clackamas County Social Services offices and on a TriMet bus line, to provide 1 to 2 nights housing for any family that has been asked to leave the apartment. The family will be provided with 2 days’ worth of food vouchers, bus passes, and a list of possible other resources in the metropolitan area. Families will be provided with change for telephone use, but no other money. Transportation, if necessary, can be arranged by taxi. (This information will not be shared with families unless or until the need arises).
4. The decision to evict a family should be decided in consultation with as many of the following persons as possible: the LOTSM President, Clackamas County Self-Sufficiency case manager, and as many of the LOTSM Board as possible. The pastor and church secretary of Lake Oswego United Church of Christ should be notified of an eviction decision as well as LOUM as soon as possible. If the decision is made to evict a family, a small group representing the ministry should communicate this decision directly and in person to the guest family. The persons in this group may include any officer of the Ministry, the current congregation coordinator, and other persons deemed helpful to this meeting.

Form G

FACILITIES/SERVICES

Telephones:

The family has a phone for its own use in making local calls only.

LOUCC: 503-697-2091

LOUMC: 503-697-1408

Parish Nurse Services:

Parish nurse from LGPC, Heather Simko, is available by phone 503-636-5656 Ext. 312, for health questions/concerns (part time). If warranted, a nurse will make a home visit to assess the situation for either a parent or a child. The parish nurse is not available for urgent or emergency situations, as they could not respond quickly enough. **In an emergency, please call Meridian Park Hospital at 503-692-1212.**

Problems with the Apartment:

Has the heat gone out or the toilet broken? Please call the LOTSM President or Secretary for referrals for repairs that cannot be handled by volunteers.

Rules/Expectations:

Both guests and ministry volunteers have a copy of the "LOTSM Participation Agreement". Coordinators and volunteers have the authority to give latitude in these rules where it makes sense. When in doubt, check with your coordinator. Please use your best judgment. Typically, it is better to err on the side of being "too strict" than being "too lax". The "Participation Agreement" guarantees that guests know and have agreed to the rules and guidelines set by our ministry. Be assertive if you need to remind families of the expectations. They may need to be reminded that their continued stay in the guest apartment is dependent on living within the Participation Agreement.

Referral of Potential Shelter Program Families from Member Congregations and Community Organizations

LOTSM welcomes referral of potential client families from our member congregations and other community organizations!

It is important for these potential client families to go through a thorough assessment before admission to the shelter program, in a fashion similar to our client families coming after residing in the Annie Ross House.

Not all families may be appropriate for our shelter program, depending on family situation, background, special needs (psychological, physical, etc) and size.

For a referral, please do the following:

1. Contact the LOTSM Board Member who represents your Congregation. If the referral is outside of a congregation, contact any Board Member from the “Contact Us” page of the website (www.lotsm.org).
2. The Board Member will work with the family to apply for admission to the Annie Ross House (2316 SE Willard Street, Milwaukie, OR 97222-7740, 503-650-5750). There is a waiting list for admission, and we do not plan on the family residing in the Annie Ross House. By applying, however, we can obtain critical information to start our evaluation for admission to the LOTSM shelter program.
3. Notify Michele Kemp (503-780-5081), Transitional Housing Case Manager, Clackamas County Social Services, of a potential family. Michele Kemp will do the following:
 - a. Conduct a Self-sufficiency intake and evaluation as well as a LOTSM intake. (Information obtained may include country citizenship and resident status, prior assistance sources, rental/housing history, automobile information (make, license, insurance), driver’s license, emergency contact information, and the names of all family members to occupy the shelter.) The family will sign a Letter of Agreement and Performance Contract (which includes goals).
 - b. Obtain written permission from the family for LOTSM to perform a Background Criminal and Credit Screening.
 - c. Make a recommendation to LOTSM Board about admittance of the family to the shelter program.
4. The LOTSM Board will review the case and make a decision on admission of the family to the shelter program.

Given the absence of screening/evaluation during a stay at the Annie Ross House, very close scrutiny and interaction with the family will take place after admission to the shelter program.

LAKE OSWEGO TRANSITIONAL SHELTER MINISTRY

P.O. Box 1069

Lake Oswego, OR 97034

CONFIDENTIAL
CLIENT/FAMILY
CRIMINAL RECORD AND RENTAL/EVICTION INFORMATION

A criminal background and rental/eviction check is required for all persons desiring admission to the LOTSM shelter program.

Please provide the following information, **printing clearly.**

Full Legal Name: _____

Maiden Name: _____

Other Name(s) Used: _____

Date of Birth: _____

Social Security Number: _____

Resident County and Citizenship/Resident Status: _____

PLEASE LIST ALL ADDRESSES (STREET, CITY, STATE, ZIP) FOR THE PAST SEVEN (7) YEARS (USE BACK FOR MORE ADDRESSES).

1. _____

2. _____

3. _____

Date: _____

Applicant's Signature: _____

Print Full Name: _____

RETURN COMPLETED FORMS TO: LOTSM
PO BOX 1069
LAKE OSWEGO OR 97034

Volunteer Disclosure Process

In an effort to make certain that our ministry offers the greatest possible assurance of safety and protection for our guest families, all current and prospective Lake Oswego Transitional Shelter Ministry (LOTSM) volunteers are required to complete a Confidential Volunteer Release form. This release form authorizes a background investigation of any potential volunteer's criminal record and/or Sexual offender registry history.

Please know that information obtained from this background check will be held in strictest confidence. If an issue indicating the need for further investigation is revealed on a background check, that information will be provided to a two-person evaluating committee appointed by the LOTSM Board of Directors. The two-person evaluating committee will offer a meeting to the prospective volunteer to provide any clarification. Following that meeting, the evaluating committee will present any pertinent information to the full LOTSM Board for consideration. The evaluating committee will honor potential volunteers' confidentiality and will not identify, by name or otherwise, the identity of congregation affiliation of the applicant. The Board will then send a letter to the prospective volunteer with its decision. Your understanding of the importance of this process to the safety and security of both our guest families and ministry volunteers is appreciated.

LAKE OSWEGO TRANSITIONAL SHELTER MINISTRY

P.O. Box 1069

Lake Oswego, OR 97034

Congregation/Organization: _____

CONFIDENTIAL
VOLUNTEER RELEASE
CRIMINAL RECORD INFORMATION

A criminal background check is now routinely completed for all persons desiring to serve on the LOTSM Board of Directors or who will be providing direct services to our client families. Please provide the following information, **printing clearly.**

Full Legal Name: _____

Maiden Name: _____

Other Name(s) Used: _____

Date of Birth: _____

Social Security Number (Optional) _____

PLEASE LIST ALL ADDRESS FOR THE PAST SEVEN (7) YEARS:

1. _____

2. _____

3. _____

Date: _____

Applicant's Signature: _____

Print Full Name: _____

**RETURN COMPLETED FORMS TO: LOTSM
PO BOX 1069
LAKE OSWEGO OR 97034**

Revised 03/09 **LAKE OSWEGO TRANSITIONAL SHELTER MINISTRY**
P.O. Box 1069
Lake Oswego, OR 97034