INTAKE & POLICIES



ABOUT US

Mission Statement: Hope Network is an outreach and community service organization dedicated to serving the needs of Rutherford and surrounding counties. We seek to bring hope through connecting with churches, businesses, and organizations. We offer a stable, safe environment and meet immediate needs such as housing, transportation and other important support services to women who are in recovery or recently incarcerated.

Our vision is to ensure that Rutherford County residents have a safe and supportive recovery and re-entry program available for women. We want to provide an environment that provides space and support for participants to have the opportunity to improve their health and wellness and strive to reach their full potential. Our goal is for participants to have restored confidence and purpose to realize their potential to be independent, successful members of our community.

We offer a Christ-centered recovery transitional housing program. The purpose of the program to help women recover from previous and current addictions, hurts, and obstacles. Our goal is to see every woman in the transitional housing program restored spiritually, physically, psychologically, and socially.

WHAT IS RECOVERY TRANSITIONAL HOUSING

Recovery transitional housing takes the form of furnished, fully equipped living accommodations. Our properties provide a safe and stable space where women in recovery can transition from recovery to independent daily life. Although the environment of recovery transitional housing is less structured than that of a typical treatment center, there are strict rules regarding behavior and responsibilities.

We do not provide emergency shelter or domestic violence shelter.
Initial stay is 30 days probationary period and if meeting all requirements, can stay for up to 6 months (Phase I) which is free of cost. We provide housing (shared with other women), transportation, peer support/ mentorship and other supports for recovery and re-entry.

Phase II transitional housing (up to 12 months total) may be offered to individuals at the staff discretion depending on program performance and bed availability. Considerations may include participation in recovery programs, job performance, ability to get or maintain driver's license and personal transportation, getting along well with and encouraging other participants as well as appropriate budgeting and savings. If participants are extended to Phase II, program fees will be required.

If participants have custody or visitation with minor children, must meet requirements as listed in minor intake policy. Visitation or ability to have minor children on site is dependent on bed capacity and is at the staff's discretion.

PROGRAM METHODOLOGY

1. **Interview** - An interview is used to determine if the potential participant is a good fit for the program. If it is determined via phone screening that they may be appropriate for the program, they are given a date and time to be at the business office for their intake. Family members or friends cannot do the initial screening for the participant. Exceptions may be considered for incarcerated individuals, however the preference is to arrange a phone screening with jail/prison case worker. (see 2026 phone screening document and 2026 intake requirements document)

2. **Intake process**- Applicants are to report to office at scheduled intake time. Applicants will complete a paper application, review rules and requirements, and be given an opportunity to ask questions. Copies of documents will be obtained as listed on the intake checklist (see 2026 intake checklist document). Urine pregnancy test will be completed. Copies/photos of any active prescriptions will be placed in file. Paperwork will be completed including release of information for mental health therapy, photo release, release of information for family/friends/agencies. 15 panel urine drug test will be processed. If applicant is positive for any tested substances, they may be asked to complete a detox program and then reapply. Certain results such as positive THC may be considered for entry without detox based on Executive Director's discretion. A referral will be placed to establish mental health evaluation and therapy. An appointment will be scheduled for the health department or primary care office. Participants agree to have a physical exam as well as testing for any sexually transmitted infections and agree to treatment as recommended by health care provider within 30 days of entry. Participants must agree to adhere to medication therapy for mental health disorders as prescribed if recommended by their provider. If participant is accepted, contract will be provided for 30-day acceptance. If meeting requirements at that time, stay may be extended per policy. If accepted, belongings will be searched, all clothing items must be laundered on site, participant will shower and wash hair and will put on laundered clothing or clothing provided by organization. Hygiene items will be distributed as listed on the intake checklist document and hygiene items document. Recovery meeting log and transportation forms will be provided. Transportation will be provided to get basic food items (regular meals are not provided by Hope Nework). Crisis plan documents will be completed with PSS.

2. **Life Recovery** - 12-step program is requirement to be completed. Women will be assigned a Life Recovery coach. Life Recovery takes approximately 90-120 days to complete. During this period, individuals are given goals specific to their needs. We utilize and provide materials for a biblically based 12 step program. If participant chooses to utilize nonfaith-based 12 step materials, they are responsible for providing their own materials/books. At least one group recovery meeting is also required per week.

3. **Life Training** - We use a comprehensive discipleship series to help bring healing to women who are struggling to find hope in life. SALT (Seven Areas of Life Training) is a biblical training program offered at regular intervals. Women in our recovery housing program meet regularly with staff or volunteers to help guide them through the areas of life they need help with most.

4. **Life Skills** - In addition to life recovery and training, we offer help and assistance with basic and comprehensive life skills. This includes areas such as assistance with finding employment, education, and budgeting/financial assistance, just to name a few. Mentors are available to assist in areas such as finances, parenting, proper hygiene, etc. and we also utilize other community resources that offer these programs. Transportation is provided.

5. **Exiting** - Once an individual has completed all the steps above, secured employment, has maintained their sobriety, and is financially able, they are encouraged to begin looking for sustainable housing. Their mentor or staff can help them look for and secure appropriate / affordable housing that will meet their needs. Housing placement is not guaranteed. Once the participant has completed the program, they are encouraged to volunteer with the organization to help maintain the relationships they have built.

HOPE CENTER – INTAKE REQUIREMENTS

Current intake requirements:

- Female, 18 years of age or older (sometimes able to accept children, dependent on bed availability- limited) There are additional rules/restrictions related to children.
- History of substance use disorder and/or recent incarceration
- Willing and able to work a full-time job and provide job references if requested
- Clean from all drugs and alcohol and not on any controlled substances
- If any mental health history, must be stable on mental health meds
- Have good communication skills and ability to share living spaces, get along well with others

Rutherford County residents are given priority

Agree to rules which include (but not limited to):

- No cigarette smoking on or off the property (outdoor vaping is allowed but not encouraged)
- Not actively involved in any romantic relationship
- Active participation with therapy and recovery meetings is required.
- Participants must be physically and mentally capable of engaging in normal activities of daily living within a communal recovery environment. This includes the ability to:

    - Climb stairs independently
    - Sit for extended periods during classes, groups, appointments, or transportation
    - Complete standard household chores and basic cleaning responsibilities
    - Function appropriately in environments involving groups of people, public settings, varying noise levels, and routine social interaction
    - Lift and carry ordinary household items and personal belongings of standard weight
    - Participate safely in required program activities without continuous one-on-one physical assistance

- Participants are also required to:
    - Engage in a minimum of 20 minutes of physical exercise at least two (2) days per week and submit required exercise verification forms/documentation as directed by program staff
    - Attend nutritional classes, dietary education sessions, or nutrition-related consultations if assigned or recommended by program staff
    - Attend and actively participate in required group activities, classes, community events, appointments, and program outings as assigned by program staff.

Individuals requiring a higher level of medical, psychiatric, or physical care than the program can reasonably provide may be referred to a more appropriate level of service.

There are other requirements regarding acceptable places of employment, access to cell phones, curfews etc. that will be reviewed at time of intake.
All interviews/ intakes are by appointment only.
If interested in applying, please send your contact information via text message to 828-367-4673, send a Facebook message or email to office@hopenetwork.net. We will reach out within 2-3 business days to schedule a phone screening. The appointment will only be given to the applicant (family is not able apply on their behalf unless applicant is currently incarcerated).

PROGRAM RULES

1. There is zero tolerance for all mind-altering drugs and alcohol. Use or possession of these on or off premises by participants is grounds for immediate termination from the program.

2. Participants agree to drug or alcohol testing at any time. Participants agree to random searches of personal belongings and their person by staff and/or law enforcement. Refusal to comply will result in immediate termination from the program.

3. No controlled substances are allowed on the property including prescription medications. All new prescriptions must be reviewed and approved by staff.

4. No weapons or firearms allowed on premises.

5. No pets allowed.

6. No smoking of cigarettes is permitted on or off premises. Vaping only outdoors in designated area. No vaping indoors or in vehicles. No other form of nicotine products are allowed with the exception of nicotine patches. See smoking policy for additional information.

7. No visitors are allowed (this includes relatives). If you require a visit from another agency or ministry, this must be approved by the director at least 48 hours in advance.

8. Living spaces are assigned by the Director or designee and may not be changed without permission. Participants are not allowed in bedrooms or living spaces not assigned to them.

9. Thermostat is to remain on a reasonable setting for the season. If issues arise with temperature settings, director or volunteer may set parameters which must be followed.

10. Participants are expected to maintain cleanliness in living spaces and practice good hygiene. Beds should be made every morning. No clothes or items on floor. No items on tables or dressers. Linens should be laundered at least every other week.

11. Church attendance is encouraged (not required).

12. If a participant is asked to leave immediately, she will need to make arrangements with the staff to come back for her belongings if she is unable to take them at time of departure. Participants have 24 hours to pick up their belongings. All items left behind will be donated or disposed of at the discretion of the director.

13. Romantic relationships are strictly prohibited as a participant of Hope Network. Starting or continuing in a previous romantic relationship can result in immediate termination from the program.

14. Washer and dryer may be used on designated days. If laundry is started in the washing machine, it must be moved to the dryer. Do not leave clothes in washer or dryer.

15. Participation in scheduled meetings with the director or Peer Support Specialist and attending counseling and budgeting classes (as assigned) is a requirement. Being late for or missing scheduled meetings can result in termination from the program. Recovery meeting logs must be kept up to date with at least one recovery meeting weekly. Mental health therapy appointments but be kept up to date during the entirety of program participation.

16. Transportation requests must be submitted by Thursday evening of the week prior.

17. No outside furniture allowed in without approval. Clothing and linens should be laundered on site before bringing in.

18. Additional restrictions, such as curfews, may be enforced if deemed necessary by the Executive Director.

19. Appropriate clothing is required.

20. Any resident with a vehicle on the premises must provide proof of driver's license, registration and insurance.

21. No opening windows of the residence.

22. No sharing of electronic devices with others (tablets, phones, etc)

23. No personal belongings left in shared spaces (living room, kitchen, bathroom).

24. No dirty dishes left in sink.

25. No food outside of the kitchen, only water allowed outside of kitchen.

26. Only use distilled water in the coffee pot and ice machine.

27. No distribution of address to anyone without permission from staff. Approved to put on government documents and job applications.

28. Cell phones are not allowed for at least the first 2 weeks of participation in program. Must have a fully negative drug test to have permission to utilize cell phone (including THC negative). Must obtain staff approval to have a cell phone.

House phone is available for use. Up to 30 minutes a day and 10 minute intervals maximum.

29. No leaving the house within the first 30 days unless accompanied by staff or volunteers (or other approved chaperon). Once participant is released from 30 day probationary period a meeting will take place in which participants will receive certain rules regarding leaving the property including but not limited to: curfew of 10pm, required to attend all scheduled meetings as planned. Only family members or sober same sex friends are allowed to transport, staff should be aware of your location at all times. If you expect to be gone several hours, this request should be in writing on transport forms the week prior. No unplanned outings are allowed, unless with staff or volunteers. As an added measure of protection, the participant agrees to install and keep active Life360 on her phone. If it is inactivated or turned off, that will result in immediate loss of privileges.

30. If you own a car, you are not allowed to drive vehicle for at least 30 days after entry unless approved by executive director in writing. Driving or having vehicle on property must be approved by the director. Program is not responsible for any damages to vehicles on the grounds.

31. No sleeping on couch or outside of own bed.

32. House doors must remain locked.

33. No more than 2 bags of belongings (standard trash bag size) are allowed at intake.

34. No associating with or contact with any persons in active addiction.

35. House computer can only be used in kitchen and dining room area. It is only to be used for jobs, health related issues or school.

36. No new tattoos or piercings while in program.

37. If you call in sick from work you will need to notify staff at the time of the call in as well as notify who is transporting you. No other outings will be allowed on the date of call in.

38. Medication must be locked and a second key or combination code must be provided to the office.

39. If diagnosed with any mental health conditions, must be willing to take medications as prescribed by a mental health provider or PCP.

40. No flushing feminine hygiene products.

41. Initial approval for entry into the program is 30 days, at which time, a meeting will be held with staff to review accomplishments and behavior in the program. If

program is a good fit for participant as determined by the director, an extension may be given for 6 month stay. In order to qualify for full Phase I entry, participant must have secured and maintained full time employment. There may be an option for additional extensions depending on circumstances.

42. If using personal phone to watch videos or listening to music, must utilize ear buds or headphones. No speaker phone and no video chats unless for medical use.

43. Jobs must be within a 15 minute drive from the house. 6am-6pm are the allowed working hours and no transportation is provided on Sundays.

44. Shared house TV is available for use prior to curfew. Viewing shows or movies with profanity, nudity, or violence is not allowed.

45. New prescriptions obtained after initial entry must be on file. Please take a photo of prescription and email to office@hopenetwork.net within 24 hours of filling the prescription.

46. Food items are required to be kept in designated cabinet/pantry and refrigerator space. Deep freezer may be used. Name and date should be placed on the item. May be disposed of if left for more than 90 days. No storage of food or drinks is allowed in bedrooms.

47. Daily chores must be completed and initialed by 9pm. Weekend chore assignment must be completed by 9pm. No outings should take place prior to chore being completed. Chore assignments check off sheet should be submitted by 5pm each Monday.

48. Documentation of routine physical exercise is required. Participants must complete exercise form weekly and submit by Friday morning at 7am. At least 20 minutes 2 days per week is required. Approved activities include walking, jogging, sports, strength training exercises, aerobics etc. Other forms of exercise may be accepted at the discretion of the staff.

POLICIES & GUIDELINES

All house members must read these rules and refer to them when in doubt about an issue. Any further questions should be discussed with the director. All participants must be willing to meet with the director or designee as requested.

CLEAN AND SOBER LIVING

It is critical to the success of Hope Network that each member remains clean and sober at all times. Any relapse will result in automatic eviction (a drug test is not required to prove relapse). Depending on the circumstances, participants may be able to complete detox and reapply.

DRUG TESTS

Drug tests will be conducted frequently and randomly. All participants 18 or older must provide a specimen for drug testing on admission to the program. To stay at a Hope Network facility, you must be able to take urine drug tests in the presence of the director or designee. When a drug test is requested, the participant must remain under observation and cannot leave the house or office until the test is complete. Failure to comply with drug testing will result in termination of the program. Any suspicion that another house member is under the influence or has relapsed must be brought to the staff's attention.

EMPLOYMENT

All adults must maintain full-time employment or provide proof of actively seeking employment (copies of 3 applications per week may be requested, staff has permission to contact potential employers to verify the participant has completed the application process). Exceptions to this rule must be discussed and agreed upon at time of intake and will be documented in writing on the contract. House members are not permitted to work in any of the following situations: Bars, liquor stores or serving drinks, casinos/gambling establishments, strip clubs, pornography stores or any place that sells drug paraphernalia. Working hours must be between 6am and 6pm. No job transportation is provided on Sundays.

CURFEW

1. Every participant must be home by curfew which is 10pm.
2. Quiet hours 10pm-5am. Participants not allowed outside of room other than for restroom. Lights out and not on any devices.

CLEANLINESS AND CHORES

1. Chores will be assigned and should be completed as above.

2. Each house member is expected to clean up after herself, to always leave a room as she found it, and to do her fair share to help keep the house clean. This includes cleaning up the kitchen (stove, sink, counter, table, etc) after preparing food or eating, rinsing dirty dishes, putting things away after use, and throwing away all trash.

   The following examples are not acceptable:
   - Leaving dirty dishes in the sink
   - Leaving shoes, coat, or other personal items in a public area of the house or yard
   - Leaving clothes, towels, etc on the bathroom floor
   - Leaving the stove, oven, air fryer, microwave, dirty after cooking
   - Leaving clothes in the washer/dryer/ laundry area or leaving the lint filter dirty
   - Littering the yard with trash
   - Placing trash on the floor next to a full trashcan. If it's full, take it out.

GENERAL/MISC

1. All maintenance issues or damage to the house must be reported to the staff as soon as possible.
2. Sexual activity between residents is not permitted.
3. All of the following are prohibited on the premises: gambling, prostitution, buying/possessing/selling stolen property, operating a business, giving/receiving tattoos/piercings, pets, viewing pornography.
4. Any proof of theft of property will result in automatic termination from program.
5. Conflicts: Any conflict which cannot be resolved between the parties involved should be brought to staff. Conflicts between individuals should not be allowed to fester and affect the whole house. Solving problems in a healthy, constructive way is one of the goals of recovery.
6. Lending money between house members is prohibited.
7. Hope Network will not be responsible for lost or stolen property

BEHAVIOR

All house members are expected to go out of their way to help others and to be considerate and respectful of others, whether at home or out in public. Everyone is expected to participate in house business and activities.

Any behavior which interferes with the normal flow of the house or creates an atmosphere which is not conducive to recovery can be considered disruptive behavior and can result in dismissal from the program.

Some examples of disruptive behavior include:

- Repetitive conflicts or uncooperative behavior
- Lying, stealing, manipulation
- Eating someone else's food or using their personal items without permission
- Aggression, intimidation, name calling, threats of physical harm or physically striking another house member, guest or staff member
- Excessive use of profanity
- Not doing chores, not attending house meetings, breaking house rules
- Arguing or being disrespectful to volunteers or staff

All house members are expected to:

- Be considerate and treat others with dignity and respect boundaries set by others

DISMISSAL

If a participant is dismissed from the program, she will be given 60 minutes to pack her belongings, call for a ride and leave the premises. An individual who is disruptive will be asked to leave immediately and return at a later time to pack belongings. If the individual attempts to drive while under the influence, or if the staff feels she might be a danger to herself or others, the staff may notify the police. Depending on the severity of the individual's intoxication, the staff may call paramedics for medical evaluation. The individual's emergency contact person will be notified.

CONFIDENTIALITY STATEMENT

It is the policy of Hope Network that all participant files and communications shall be kept confidential and not disclosed outside of the organization, its board, and its volunteers, absent a lawful court order, mandatory reporting requirement, or legitimate safety concerns as outlined below. Participants will complete a release of information document on admission. If any open DSS cases, currently on probation or utilizing services from another organization or government agency, those should be listed on release of information at time of intake and records may be released to those agencies. Persons or agencies listed on that form may be given information as deemed appropriate by staff. Furthermore, all participants agree to keep the address of the house confidential for the safety of all participants and Hope Network staff and volunteers.

If a credible disclosure of abuse or sexual abuse of a minor is made to Hope Network staff or volunteers, a report of suspected child abuse shall be made to the local Department of Social Services. If a participant discloses that they intend to commit a crime, that disclosure shall be brought to the attention of the Executive Director who may disclose the information to the appropriate legal authority.

NOTIFICATION REGARDING SECURITY CAMERAS

For safety purposes and for the protection of residents and staff, security cameras have been added throughout the premises. These cameras are monitored regularly and can be viewed at any point by a staff member. The cameras are the property of Hope Network and are not to be tampered with by any participant or anyone visiting a participant for any reason during the participant's stay. A participant can be terminated immediately for having tampered with or being associated with anyone who has tampered with the security cameras.

PARTICIPANT RESPONSIBILITIES

Belonging to a recovery program requires that each member does her part in the upkeep of the environment.

1. You are responsible for keeping your own room clean, doing your own laundry, and completing your assigned job responsibilities in the house. Being a member of the community also requires that you keep in mind both your needs and the needs of others.
2. You are responsible for treating peers and staff members with respect. This includes helping peers whenever possible.
3. You are responsible for being at all meetings and other events for which you are scheduled on time and ready to participate without distractions.
4. You are responsible for getting what you need by:
   a. Asking for help when you need it
   b. Sharing your feelings with staff and peers when appropriate
   c. Staying away from initiating, engaging in, encouraging, and or supporting the unhealthy behavior of others
   d. Telling the truth and doing what you think is right; (which includes doing unto others as you would want them to do unto you)
   e. Achieving your Recovery Plan goals
   f. Helping others achieve their goals if possible.

If you have any information that another participant plans to do something to harm themselves or others, please report this immediately to a staff person. It is important that you understand that this should not be viewed as “snitching” but instead protects program participants and represents an act of responsible care and concern for others on your part.

HOPE NETWORK SMOKING POLICY

While use of nicotine products is not prohibited at Hope Network, we do strongly recommend each participant works toward quitting. For most participants, nicotine use creates a financial burden that becomes a barrier for achieving their goals. It is also another form of dependency on a substance. Since the goal is to experience freedom from dependencies, we recommend participants seek assistance in their efforts to quit using nicotine. If a participant chooses to vape, they must do so in the designated area. If vaping becomes a distraction or dependency that prohibits a participant from completing their daily chores or goals, the participant may lose that privilege. Cigarette smoking is prohibited both on and off Hope Network properties due to the odor and allergen issues that may affect other members of the house.