RESIDENT HANDBOOK

Rules & Guidelines

2026

MISSION25

Table of Contents

WELCOME LETTER FROM THE CEO & THE MISSION 25 TEAM 7

1. PROGRAM OVERVIEW & COMMUNITY VALUES 9

2. BUILDING LAYOUT & SUITE DESCRIPTIONS 9

3. RESIDENT EXPECTATIONS & COMMUNITY RHYTHM 11

4. CASE MANAGEMENT & THE MISSION 25 LEVEL SYSTEM 12

- 4.1 Purpose of Case Management 12
- 4.2 Case Management Expectations 12
- 4.3 Case Management Partnership Agreement 13
- 4.4 Mission 25 Level System® 14
- 4.5 Goal | Benchmark | Activity Framework 15
- 4.6 Accountability & Documentation 16
- 4.7 Celebrating Progress 16

5. FINANCIAL RESPONSIBILITIES & ACCOUNTABILITY 17

- 5.1 Financial Case Management 17
- 5.2 Required Financial Documentation 18
- 5.3 Budgeting Expectations 18
- 5.4 Resident Service Fee Policy 18
- 5.5 Savings Requirements 19
- 5.6 Debt Reduction 20
- 5.7 Spending Expectations 20
- 5.8 Employment & Income Expectations 20
- 5.9 Financial Consequences & Accountability 21

6. CLASSES, SUPPORTIVE SERVICES & COMMUNITY RESOURCES 21

- 6.1 Attendance Expectations 21
- 6.2 Core Onsite Classes 22
- 6.3 Supportive Services 22

6.4 Community Resources & Referrals 22
6.5 Recovery Support 22
6.6 Education Support 23
6.7 Employment Support 23
6.8 Participation & Conduct 23
7. EMPLOYMENT, VOLUNTEER WORK & EDUCATION 24
7.1 Employment Expectations 24
7.2 Job Searching Requirements 24
7.3 Calling Off Work 25
7.4 If Employment Ends 25
7.5 Volunteer Work Requirements 25
7.6 Education Expectations for Residents 26
7.7 Education Expectations for Children 26
7.8 Employment Exceptions 26
7.9 Professional Conduct 27
8. ENTRANCE & EXIT PROCEDURES 27
8.1 Entrance Procedures 27
8.1.1 Intake Requirements 27
8.1.2 Personal Property Review 28
8.1.3 Medication Intake 28
8.2 Exit Procedures 28
8.2.1 Room & Property Expectations 29
8.2.2 Medication & Financial Reconciliation 29
8.2.3 Final Steps 29
8.3 Types of Exits 29
8.3.1 Program Completion 29
8.3.2 Voluntary Exit 30

8.3.3 Corrective Exit 30
8.3.4 Immediate Termination 30
9. PARENTING & FAMILY EXPECTATIONS 31
9.1 Supervision Requirements 31
9.2 Kid Hubs (Playrooms) 31
9.3 Playground Expectations 32
9.4 Hygiene & Safety 32
9.5 Discipline & Positive Parenting 33
9.6 Babysitting Guidelines 34
9.7 Children's Curfews & Bedtimes 34
9.8 School Attendance 34
9.9 Respect for Shared Spaces 35
10. COMMON AREAS, PROPERTY & COMMUNITY LIVING 35
10.1 Shared Space Expectations 35
10.2 Cleanliness & Chore Expectations 36
10.3 Fraternization Policy 37
10.4 Respect for Mission 25 Property 37
10.5 Television & Media Use 37
10.6 Kitchen & Dining Expectations 38
10.7 Laundry Expectations 39
10.8 Noise & Quiet Hours 39
11. DAILY SCHEDULE, CURFEWS & BEDTIMES 39
11.1 Wake-Up Routine 40
11.2 Daily Structure 40
11.3 Curfews for Adults 40
11.4 Children's Curfews & Bedtimes 41
11.5 Employment Exceptions 41

11.6 Late Arrivals 42
12. PERSONAL PROPERTY & ROOM GUIDELINES 42
12.1 Room Assignments 42
12.2 Personal Belongings 43
12.3 Room Cleanliness 43
12.4 Laundry Expectations 44
12.5 Electronics & Appliances 44
12.6 Food in Rooms 45
12.7 Room Inspections 45
12.8 Safety & Security in Rooms 45
13. SAFETY & SECURITY PROTOCOLS 45
13.1 Building Access 46
13.2 Sign-In / Sign-Out Procedures 46
13.3 Phone Use & Privacy 46
13.4 Privacy & Confidentiality 47
13.5 Visitor Policy 47
13.6 No-Violence Policy 48
13.7 Drug & Alcohol Policy 48
13.8 Screening & Inspections 49
13.9 Medication Management 49
13.10 Smoking & Vaping Policy 50
14. PASSES 50
14.1 Requirements for Approval 51
14.5 Pass Conduct Expectations 51
15. DISCIPLINARY ACTION & ACCOUNTABILITY 52
15.1 Level One Violation 52
15.2 Level Two Violations 53

15.3 Level 3 Violations 54
15.4 Immediate Termination 54
15.5 Restrictions 55
15.6 Restorative Expectations 55
16. GRIEVANCE PROCEDURE 56
16.1 Internal Grievance Steps 56
16.2 Special Circumstances 57
16.3 External Grievance Option: INARR 58
17. MISSION 25 LEVEL SYSTEM® (RESIDENT SUMMARY) 59
17.1 Overview of the Four Levels 59
17.2 How Level Movement Works 61
17.3 How Levels Connect to Program Expectations 61
17.4 What Happens If You Fall Behind 62
17.5 Celebrating Progress 62
18. APPENDIX A: FEE BREAKDOWN 62
18.1 Move-In Deposit 63
18.2 Service Fees 63
18.3 Miscellaneous Fees 63
18.4 Housing Stipend 64
19. APPENDIX B: PERSONAL BELONGINGS 64
19.1 Permitted Items 64
19.2 Prohibited Items 65
20. APPENDIX C: RESIDENT POLICIES & PROCEDURES 66
21. REVISION DATES 67

WELCOME LETTER FROM THE CEO & THE MISSION 25 TEAM

Dear Resident,

Welcome to Mission 25. Whether you arrived today with hope, hesitation, exhaustion, determination, or a mix of all four, I want you to know this: **you are welcome here, and you are not walking this journey alone.**

Mission 25 exists because we believe in the power of stability, structure, and compassionate support. We believe that every person deserves a safe place to land, a community that cares, and the opportunity to rebuild a life filled with purpose and possibility. Your story matters. Your future matters. And your time here matters.

Our team has worked hard to create a home that is safe, dignifying, and designed for growth. Our new building was intentionally crafted with trauma-informed design, family-friendly spaces, and four residential suites—each named after a tree to symbolize strength, resilience, and new beginnings:

- **Willow Suite** – Single Women
- **Oak Suite** – Single Mothers & Children
- **Cedar Suite** – Single Men
- **Redwood Suite** – Single Fathers & Children

Each suite mirrors the others in layout, comfort, and amenities. Every resident—regardless of suite—follows the same expectations, receives the same support, and is held to the same standard of respect and responsibility.

Inside this handbook, you'll find the guidelines that help our community thrive. These expectations are not meant to overwhelm you or weigh you down. They exist to create rhythm, safety, and consistency—three things that are essential for healing and long-term success. Our rules are clear, direct, and non-negotiable, but they are also rooted in dignity and compassion. We will walk with you, support you, and hold you accountable because we believe you are capable of more than you may realize today.

During your time at Mission 25, you will have access to:

- A safe home
- Supportive staff
- Case management
- Recovery and wellness services
- Parenting support
- Employment and education resources
- Onsite classes
- Community partnerships
- A structured level system that helps you grow step by step

You will also have responsibilities—daily, weekly, and long-term. These responsibilities are part of the process of rebuilding stability and preparing for independence. You won't be expected to do everything perfectly, but you will be expected to show up, participate, communicate, and try.

We are honored to walk alongside you. We believe in your ability to heal, to grow, and to build a life that reflects your strengths and your future—not your past. Thank you for trusting us. Thank you for choosing to be here. And thank you for allowing Mission 25 to be part of your story.

With respect and hope,
Shawn Ellis, CEO
and the Mission 25 Team

1. PROGRAM OVERVIEW & COMMUNITY VALUES

Mission 25 is a certified recovery residence and transitional living program serving single men, single women, and parents with children who are seeking safety, stability, recovery support, and a pathway toward independent living. Our home is built on three pillars:

Safety

Every resident deserves a secure environment free from violence, substances, intimidation, and chaos.

Structure

Clear expectations, daily routines, and consistent accountability help create stability and reduce stress.

Support

Healing happens in community. Staff, peers, and partners walk alongside residents as they rebuild their lives.

Mission 25 is a community-style living environment. This means:

- Shared spaces
- Shared responsibilities
- Shared expectations
- Shared commitment to respect and dignity

Every resident contributes to the health of the home. Every resident is responsible for their behavior. And every resident is capable of growth.

See Resident Right Policy

2. BUILDING LAYOUT & SUITE DESCRIPTIONS

Mission 25's building is designed to support up to **56 residents—36 adults and 20 children**—across four residential suites. Each suite mirrors the others in layout, amenities, and expectations.

Willow Suite

Single Women
Located on the north side of the building.

Oak Suite

Single Mothers & Children
Located on the north side of the building. Includes a designated **Kid Hub** (playroom).

Cedar Suite

Single Men
Located on the south side of the building.

Redwood Suite

Single Fathers & Children
Located on the south side of the building. Includes a designated **Kid Hub** (playroom).

All Suites Include:

- Full kitchen
- Dining room
- Living room
- Laundry facilities
- Bedrooms and bathrooms
- Secure storage for cleaning supplies
- Shared common areas
- Identical furnishings and layout (decor varies by suite only)

Outdoor Spaces

- A large playground for children
- Outdoor seating areas
- Designated smoking/vaping areas
- Parking areas for residents with approved vehicles

Playground & Kid Hubs

- Children must be actively supervised by their parent/guardian at all times
- Kid Hubs are shared spaces for the Oak and Redwood Suites
- No food or drinks in Kid Hubs

- Toys must be cleaned up after use
- Children from other suites may only use a Kid Hub if invited and supervised by the parent who lives in that suite
- Playground is closed after dark or during unsafe weather

3. RESIDENT EXPECTATIONS & COMMUNITY RHYTHM

Mission 25 provides a structured daily rhythm to support stability, accountability, and personal growth. All residents—regardless of suite—are expected to participate in the daily life of the community.

Resident Expectations Include:

- Waking up on time
- Completing assigned chores
- Attending classes and supportive services
- Participating in case management
- Submitting weekly calendars
- Following curfews
- Respecting quiet hours
- Caring for shared spaces
- Communicating with staff
- Maintaining personal hygiene
- Supporting a safe, substance-free environment

Wake-Up Routine

Monday–Friday:

- Adults must be showered, dressed, have taken medication, and completed daily chores by **9 a.m**, unless work schedules conflict
- Parents must check on sleeping children periodically until they wake

Saturday-Sunday: Be mindful of residential routines

4. CASE MANAGEMENT & THE MISSION 25 LEVEL SYSTEM

Case management is a core part of your experience at Mission 25. It is a **collaborative, trauma-informed partnership** designed to support your stability, growth, and long-term independence. Every resident participates in case management, regardless of suite or level.

4.1 Purpose of Case Management

Case management exists to help you:

- Build stability
- Strengthen life skills
- Address barriers
- Set meaningful goals
- Track progress
- Prepare for independent living

Your Case Manager and staff will walk with you throughout your stay, offering support, accountability, and encouragement.

Case management is not something done *to* you — it is something we do *with* you.

4.2 Case Management Expectations

Weekly Meetings

Residents are required to:

- Attend weekly case management meetings
- Arrive on time and prepared
- Bring calendars, documents, or assignments requested by staff
- Communicate in advance if a meeting must be rescheduled

Missing case management meetings may result in documentation or disciplinary action.

Active Participation

Residents are expected to:

- Engage in honest conversation
- Share concerns or barriers
- Ask for help when needed
- Follow through on agreed-upon goals and activities
- Track progress throughout the week

Professional Boundaries

Case Managers will:

- Maintain confidentiality within policy limits
- Document progress accurately
- Provide trauma-informed support
- Hold residents accountable with compassion
- Maintain professional boundaries at all times

4.3 Case Management Partnership Agreement

All residents will review and sign the **Case Management Partnership Agreement** during intake. This agreement outlines the shared commitments between the resident and the Case Manager, including:

Resident Commitments

- Attend meetings consistently
- Communicate openly
- Participate in goal setting
- Follow through on activities
- Take ownership of personal growth
- Use the “How We Feel” app for emotional check-ins

Case Manager Commitments

- Build connection first
- Provide clear, consistent support
- Help set measurable goals
- Document progress transparently
- Address challenges with compassion

- Support autonomy and self-determination

Shared Commitments

- Meet weekly
- Use the Goal | Benchmark | Activity framework
- Align goals with the Level System
- Celebrate progress
- Address barriers together

This agreement is signed by both the resident and the Case Manager and kept in the resident's file.

4.4 Mission 25 Level System®

The Mission 25 Level System® provides a structured pathway for growth. Each level focuses on specific areas of wellness, stability, and independence. Residents move through levels by completing goals, demonstrating consistency, and building healthy habits.

Level 1: Health

Focus: Physical, emotional, and mental stability
Examples of expectations:

- Complete intake and assessments
- Begin case management
- Schedule medical and mental health appointments
- Begin relapse prevention planning
- Follow medication and safety policies
- Begin goal-setting lessons

Level 2: Community

Focus: Social, financial, and spiritual wellness
Examples of expectations:

- Establish income
- Create a financial plan
- Begin budgeting and debt reduction

- Meet with Financial Case Manager
- Identify healthy supports
- Engage in coping strategies

Level 3: Purpose

Focus: Intellectual and occupational development

Examples of expectations:

- Maintain consistent income
- Save $500
- Complete established goals
- Strengthen financial habits
- Develop formal and informal supports
- Explore leadership opportunities

Level 4: Home

Focus: Environmental stability and long-term independence

Examples of expectations:

- Save an additional $500 (total $1,000)
- Finalize Program Completion Plan
- Pay 90% of legal fees
- Develop a housing plan
- Strengthen boundaries
- Engage in leadership opportunities
- Prepare for outreach and aftercare

4.5 Goal | Benchmark | Activity Framework

Mission 25 uses a simple, effective structure for goal setting:

Goals

The destination — what you want to achieve.

Benchmarks

Measurable milestones that show progress toward the goal.

Activities

The specific steps you take each week.

This framework ensures goals are:

- Clear
- Measurable
- Achievable
- Aligned with your Level
- Connected to long-term independence

Your Case Manager will help you build goals that match your current level and support your next steps.

4.6 Accountability & Documentation

Case management documentation is part of your record at Mission 25. Documentation may include:

- Attendance
- Goal progress
- Barriers
- Strengths
- Level movement
- Concerns or corrective conversations
- Referrals and resources

This documentation helps ensure consistency, fairness, and transparency.

4.7 Celebrating Progress

Mission 25 believes in celebrating:

- Milestones
- Completed goals
- Level advancements
- Personal breakthroughs
- Healthy habits
- Positive choices

- Acts of leadership
- Steps toward independence

Celebration is part of healing. It reinforces hope, dignity, and momentum.

5. FINANCIAL RESPONSIBILITIES & ACCOUNTABILITY

Financial stability is a cornerstone of long-term independence. Mission 25 provides structure, education, and support to help residents build healthy financial habits, reduce debt, and prepare for sustainable housing. All residents are expected to participate fully in financial accountability practices, regardless of employment status or suite.

5.1 Financial Case Management

Every resident will meet with the Financial Case Manager or Financial Mentor to:

- Create a monthly budget
- Track income and expenses
- Establish savings goals
- Develop a debt-reduction plan
- Review spending habits
- Prepare for future housing

Financial meetings may occur weekly, bi-weekly, or monthly depending on the resident's level and needs.

Residents must bring:

- Pay stubs
- Bank statements
- Receipts
- Savings envelopes (if applicable)
- Any financial documents requested by staff

Failure to participate in financial case management may result in documentation or disciplinary action.

5.2 Required Financial Documentation

Residents must submit:

- Copies of all pay stubs
- Bank statements (monthly)
- Receipts for purchases
- Proof of savings deposits
- Any additional documentation requested by staff

Cash must be stored securely and turned in to staff unless otherwise approved.

5.3 Budgeting Expectations

Residents are required to:

- Maintain a monthly budget
- Track spending
- Follow an agreed-upon spending and savings system
- Prioritize needs over wants
- Avoid unnecessary or impulsive purchases
- Review budgets with staff regularly

Residents may not:

- Acquire new debt (credit cards, loans, financing including: rent-to-own, buy-here-pay-here loans)
- Open new bank accounts without approval
- Give money, cigarettes, or items to other residents
- Borrow money from other residents or staff
- Share SNAP or WIC benefits with others

5.4 Resident Service Fee Policy

Service fees help sustain Mission 25 and support residents' future housing needs. Fees are based on 20% of net monthly income and are divided as follows:

- 50% supports current living expenses
- 50% is saved as a housing stipend for the resident's exit

Additional Guidelines

- Fees begin the first full month after intake if income is present
- Variable income is averaged over the first two paychecks
- Fee adjustments occur when income changes
- All payments are due by the 15th of each month
- Residents receive a paper receipt for each payment
- The first $250 is held as a move-in deposit (see Appendix A)

Failure to pay fees on time may result in documentation or disciplinary action or denial of pass.

5.5 Savings Requirements

Savings is a required part of the Mission 25 Level System.

Level 3 Requirement

Residents must save $500.

Level 4 Requirement

Residents must save an additional $500, for a total of $1,000.

Savings Procedures

- All deposits require staff verification and dual signatures
- Withdrawals are documented
- Requests are reviewed within 24 hours
- Savings envelopes are stored securely by staff
- Residents may not access savings without approval

Savings may not be used for:

- Fast food
- Entertainment
- Non-essential purchases
- Loans to others
- Tobacco or vaping products
- Unapproved travel

5.6 Debt Reduction

Residents are expected to:

- Identify all debts
- Create a repayment plan
- Make consistent payments
- Prioritize legal fees, fines, and essential debts
- Avoid new debt during residency

Residents working toward Level 4 aim to have 90% of legal fees paid before program completion.

5.7 Spending Expectations

Residents are expected to spend money responsibly and in alignment with their goals.

Prohibited spending includes:

- Energy drinks (Monster, Bang, Red Bull, Starbucks, Alani, Celsius, Ghosts, etc.)
- Gambling or lottery tickets
- Alcohol or tobacco for others
- Unapproved subscriptions
- Excessive fast food
- Purchases for other residents

Staff may request receipts at any time.

5.8 Employment & Income Expectations

Residents are expected to:

- Seek full-time employment if unemployed, underemployed or does not have sustainable income
- Submit weekly work schedules
- Provide proof of income
- Report changes in employment immediately
- Volunteer weekly per your self-improvement plan

Loss of employment and/or financial benefits may result in temporary restriction until new employment is secured or job searching is documented.

5.9 Financial Consequences & Accountability

Failure to follow financial expectations may result in:

- Infraction slips
- Caution slips
- Write-ups
- Additional restrictions
- Adjusted financial plans
- Required budgeting classes
- Delayed level advancement

Financial accountability is not a punishment — it is part of preparing for long-term independence.

See Mission 25 Billing Policy & Mission 25 Housing Stipend Policy

6. CLASSES, SUPPORTIVE SERVICES & COMMUNITY RESOURCES

Mission 25 provides a wide range of classes and supportive services designed to strengthen life skills, support recovery, build confidence, and prepare residents for long-term independence. Participation in these services is a required part of the program and is essential for success in the Level System.

6.1 Attendance Expectations

Residents are expected to:

- Attend all scheduled classes, groups, and supportive services
- Arrive on time and stay for the full duration
- Participate respectfully and appropriately
- Communicate with staff in advance if work or approved commitments conflict
- Make up missed classes when required

Failure to communicate absence may result in documentation or disciplinary action.

6.2 Core Onsite Classes

Mission 25 offers a rotating schedule of classes that support emotional, physical, financial, and relational wellness.

Classes may evolve based on resident needs, community trends, and new opportunities.

6.3 Supportive Services

Residents may be referred to or required to participate in additional supportive services, including but not limited to: Case Management, Recovery Coaching, Mental Health Services, Parenting Classes, and Financial Mentoring.

6.4 Community Resources & Referrals

Mission 25 partners with local agencies to ensure residents have access to comprehensive support. Residents may be referred to any agencies or supports and must follow up with their case manager.

Residents are expected to follow through with referrals, attend appointments, and communicate with staff about progress.

6.5 Recovery Support

Mission 25 is a recovery-focused environment. Residents are expected to:

- Participate in recovery groups as recommended
- Follow relapse prevention plans
- Communicate openly about triggers or concerns
- Engage in coping strategies learned in classes
- Maintain a substance-free lifestyle

Recovery support is not viewed as a punishment — it is protective, empowering, and essential for long-term success.

6.6 Education Support

Residents pursuing education will receive support with:

- HSE enrollment
- School schedules
- Tutoring referrals
- Childcare coordination (when applicable)
- Balancing school with program expectations

School-aged children must be enrolled in school within the first week of arrival.

6.7 Employment Support

Employment is a key part of the Mission 25 program. Support includes:

- Resume building
- Interview preparation
- Job search assistance
- Transportation planning
- Workplace communication skills
- Employment readiness classes

Residents are expected to actively pursue employment unless enrolled in school or approved for disability.

6.8 Participation & Conduct

During classes and supportive services, residents must:

- Remain awake and engaged
- Use respectful language and body language (no hoods, no sunglasses, no profanity, etc.)
- Avoid side conversations
- Keep phones silenced or put away unless approved
- Follow facilitator instructions
- Maintain confidentiality

Disruptive behavior may result in removal from class and documentation.

7. EMPLOYMENT, VOLUNTEER WORK & EDUCATION

Meaningful work, service, and learning are essential steps toward stability and long-term independence. Mission 25 supports residents in building strong employment habits, contributing to the community, and pursuing education that strengthens their future. All residents are expected to actively participate in one or more of the following: employment, volunteer work, or education.

7.1 Employment Expectations

Residents who are unemployed or underemployed are expected to actively seek full-time work unless enrolled in school or approved for disability.

Residents must:

- Submit weekly work schedules by 4:00 p.m. every Sunday
- Attend all scheduled shifts
- Communicate with staff immediately if work schedules change
- Maintain professionalism at work
- Return directly to Mission 25 after each shift
- Follow all curfew and sign-in/sign-out procedures

Employment is a key part of Level 2 and Level 3 progress in the Mission 25 Level System.

7.2 Job Searching Requirements

Residents who are not employed must:

- Log job search daily
- Complete hours of volunteer service per self-improvement plan
- Work with staff to create a job search plan
- Follow up on applications and interviews
- Attend employment readiness classes

Staff are available to help identify job leads, prepare résumés, and support interview readiness.

7.3 Calling Off Work

If a resident must call off work due to illness or emergency:

- They must notify staff immediately
- They must remain onsite except for medical appointments
- They should stay in their room except for meals, medication, or essential needs
- Masks must be worn if experiencing illness
- They may not leave the facility until their next scheduled workday

Calling off work without following these expectations may result in documentation or discipline.

7.4 If Employment Ends

If a resident loses their job or quits:

- They may be placed on temporary restriction
- They must begin job searching immediately
- They must document job search efforts daily
- They must meet with staff to create a new employment plan

Restrictions remain in place until employment is secured or consistent job searching is documented.

7.5 Volunteer Work Requirements

Volunteer work is required for residents who are:

- Unemployed
- Underemployed
- Waiting for a job to begin
- Unable to work temporarily due to approved circumstances

Residents must:

- Complete volunteer hours per self-improvement plan
- Log hours accurately
- Obtain staff approval for volunteer sites
- Represent Mission 25 professionally

Volunteer work builds skills, confidence, and community connection.

7.6 Education Expectations for Residents

Mission 25 supports residents in pursuing education that strengthens long-term independence.

Residents are expected to:

- Pursue a high school diploma or HSE if not yet obtained
- Attend HSE classes if enrolled
- Communicate with staff about school schedules
- Balance school with program expectations
- Maintain attendance and academic progress

Education may count toward Level System goals when aligned with the resident's self-improvement plan.

7.7 Education Expectations for Children

Parents are responsible for ensuring that:

- School-aged children are enrolled in school within the first week of arrival
- Children are escorted and on time for bus pick-up and drop-off
- Children attend school daily unless ill
- School communication is shared with staff when relevant
- Homework routines are supported
- Children are prepared for school each morning
- ROI's are signed between the school and Mission 25

Mission 25 may request documentation of school attendance or communication with school staff.

7.8 Employment Exceptions

Residents with late or early shifts may receive adjusted curfews and wake-up times. These residents must:

- Return directly after work

- Enter the building immediately
- Receive one hour of wind-down time before bed
- Maintain sleep hygiene schedule
- Follow all sign-in/sign-out procedures

Exceptions must be approved by staff and documented.

7.9 Professional Conduct

Residents are expected to:

- Maintain appropriate behavior at work, school, and volunteer sites
- Communicate respectfully with supervisors and coworkers
- Avoid discussing other residents or Mission 25 business
- Represent themselves and Mission 25 with integrity

Concerns reported by employers or volunteer supervisors may result in corrective action.

See Paid Work Agreement Policy

8. ENTRANCE & EXIT PROCEDURES

Mission 25 follows structured, trauma-informed procedures for entering and exiting the program. These procedures protect the safety, dignity, and well-being of all residents, staff, and volunteers. They also ensure fairness, consistency, and clarity for every person served.

8.1 Entrance Procedures

All residents must complete the full intake process before entering the program. This process ensures that each resident begins their stay with the support, information, and structure needed for success.

See Mission 25 Admissions Criteria Policy

8.1.1 Intake Requirements

Before moving into Mission 25, residents must:

- Complete the intake interview
- Review and sign all required policies and procedures
- Complete required assessments (mental health, recovery, financial, etc.)
- Pass a drug screen
- Sign the Case Management Partnership Agreement
- Review the Resident Rules & Guidelines
- Complete the Personal Property Review
- Identify all medications for secure storage

8.1.2 Personal Property Review

Upon arrival:

- All belongings must align with the approved items list (Appendix B)
- Clothing and bedding must be heated for 2 hours and washed onsite
- All items are subject to staff inspection
- Prohibited items will be discarded or returned to the resident's support person
- Pets are not permitted (including fish or aquariums)

8.1.3 Medication Intake

All medications must be:

- Declared during intake
- Reviewed by staff
- Logged and stored in the Recovery & Wellness Office
- Dispensed according to the Medication Policy
- Residents may not keep medications in their rooms.

8.2 Exit Procedures

A proper exit ensures safety, accountability, and eligibility for future re-entry. Residents who complete a proper exit may reapply after a minimum of six months if needed.

See Corrective Exit Policy and Discharge Procedures

8.2.1 Room & Property Expectations

Before exiting, residents must:

- Clean their room thoroughly
- Remove all personal belongings
- Clean the toilet, shower, and sink (if applicable)
- Empty and wipe down individual refrigerator space, freezer space, and shelf space
- Return all Mission 25 property (sheets, blankets, pillows, towels, etc.)
- Room inspections may result in deductions from the $250 move-in deposit.

See Search and Inspection Policy

8.2.2 Medication & Financial Reconciliation

Residents must:

- Complete medication reconciliation with staff
- Receive only medications prescribed to them
- Complete financial reconciliation
- Receive savings envelopes and housing stipends
- Review outstanding fees or balances

See Medication Storage Policy

8.2.3 Final Steps

Before exiting, residents must:

- Complete an exit interview
- Review their Program Completion Plan (if applicable)
- Complete outreach intake paperwork or schedule a follow-up meeting
- Return med bag and key, and locker key

8.3 Types of Exits

8.3.1 Program Completion

Residents who complete all Level System requirements and exit successfully will:

- Receive a Program Completion Certificate
- Transition to outreach services

8.3.2 Voluntary Exit

Residents may choose to leave the program. A voluntary exit requires:

- Notice to staff
- Completion of exit procedures
- Return of Mission 25 property

8.3.3 Corrective Exit

Residents may be exited for:

- Repeated non-compliance
- Failure to follow program expectations
- Safety concerns
- Inability to participate in required services

See Corrective Exit Protocol

8.3.4 Immediate Termination

Immediate termination may occur for:

- Violence or threats
- Drug or alcohol use
- Possession of weapons
- Unauthorized overnight absence
- Sexual misconduct
- Theft or destruction of property
- Illegal or unsafe behavior
- Sharing access codes

Residents who believe termination was unjust may request a meeting with the Director and a board member or file a formal grievance. The resident must still leave the facility while the review is pending.

See Discharge Procedure

9. PARENTING & FAMILY EXPECTATIONS

Mission 25 is committed to creating a safe, nurturing, and predictable environment for children and families. Parents and guardians play a vital role in modeling respect, responsibility, and healthy routines. These expectations ensure safety, dignity, and consistency for every child in our home.

All parenting expectations apply equally in the Oak Suite (single mothers & children) and the Redwood Suite (single fathers & children).

9.1 Supervision Requirements

Parents must supervise their children at all times.

Supervision includes:

- Being physically present with your child
- Actively monitoring their behavior and safety
- Ensuring they remain in approved areas
- Responding promptly to needs or concerns

Children may not be left:

- In common areas without a parent
- In Kid Hubs without consistent monitoring from the parent
- In another resident's room
- Outside or on the playground without a parent
- In the care of another resident unless a Child Care Agreement is approved

Parents are responsible for ensuring their children follow all Mission 25 guidelines. Mission 25 staff are supports and not babysitters.

9.2 Kid Hubs (Playrooms)

Kid Hubs are designated playrooms located in the Oak Suite and Redwood Suite. These spaces are designed to support safe, supervised play.

Kid Hub Expectations

- Children must be actively monitored by their parent
- No food or drinks, including sippy cups and bottles
- Toys must be picked up and put away after use
- Children from other suites may only use a Kid Hub if approved by staff and supervised by the parent of the child visiting the suite. (i.e. Willow/Cedar suite has a child visiting Oak/Redwood Suite Kid Hub, the Willow/Cedar Suite parent must join them)
- Parents are responsible for ensuring the space remains clean and safe
- Mission 25 is not responsible for any damaged or lost toys. Mission 25 toys must remain in the Kid Hubs.

Kid Hubs are shared spaces, not personal playrooms.

9.3 Playground Expectations

Mission 25 provides a large outdoor playground for children.

Playground Rules

- Children must be accompanied by their parent at all times
- Parents must remain within arm's reach of young children
- Playground is closed after dark or during unsafe weather
- No roughhousing, climbing fences, or unsafe play
- No food, drinks, or toys from inside
- Parents must ensure children wear shoes outdoors
- All outdoor toys must be put away before returning inside
- All clothing/articles must be picked up before returning inside

The playground is a privilege and may be restricted if safety expectations are not followed.

9.4 Hygiene & Safety

Parents must ensure:

- Children bathe regularly (if you need help determining frequency, see staff)

- Teeth are brushed twice daily – morning and night
- Clothing is clean and appropriate
- Diapers are changed promptly
- Children are dressed for the weather
- Children must have socks or shoes on at all times

Diapering Rules

- Diapers may not be changed on furniture in common areas
- Used diapers must be sealed in a plastic bag and taken directly to the outside dumpster
- Dirty diapers may not be left in rooms or indoor trash bins

These expectations protect the health and dignity of all residents.

9.5 Discipline & Positive Parenting

Mission 25 is a trauma-informed environment. Physical discipline is strictly prohibited.

Not Permitted

- Spanking
- Hitting
- Yelling in anger
- Threats
- Humiliation
- Verbal aggression
- Name calling

Supported Approaches

- Positive discipline
- Natural consequences
- Clear boundaries
- Calm communication
- Redirection
- Age-appropriate expectations

Staff and parenting class facilitators are available to support parents in learning healthy discipline strategies.

9.6 Babysitting Guidelines

Babysitting is a temporary solution and must be approved by staff.

Requirements

- A Child Care Agreement Form must be completed and signed by both parties
- Babysitters must be 14 years or older
- Babysitters must be approved by staff for an appropriate time limit
- No one may supervise more than four children at a time
- Parents with an open DCS case may not babysit other residents' children
- Parents must provide all necessary supplies and ensure diapers are clean when left (diapers, bottles, clothing, etc.)

Babysitting is a privilege and may be revoked if guidelines are not followed.

9.7 Children's Curfews & Bedtimes

Children must follow the curfew and bedtime schedule outlined in Section 11 (Curfews & Bedtimes). Parents are responsible for ensuring:

- Children are in the building and in their rooms at the appropriate times
- Children remain in their rooms after bedtime
- Children are not put to bed before 7:30 p.m. unless ill or for behavioral needs
- Parents remain in or near the bedroom until children are asleep

9.8 School Attendance

Parents must ensure:

- School-aged children are enrolled in school within one week of arrival
- Children attend school daily unless ill
- School communication is shared with staff when relevant
- Children are prepared for school each morning
- Homework routines are supported

Mission 25 may request documentation of attendance or communication with school staff (ROIs must be signed).

9.9 Respect for Shared Spaces

Parents must ensure children:

- Do not enter other residents' rooms
- Do not damage Mission 25 property
- Clean up toys and personal items
- Use indoor voices in the building
- Treat staff and residents with respect

Parents are responsible for repairing or replacing any property their child damages.

10. COMMON AREAS, PROPERTY & COMMUNITY LIVING

Mission 25 is a shared living environment. Every resident contributes to the safety, cleanliness, and respectfulness of our home. These expectations ensure that all suites — Willow, Oak, Cedar, and Redwood — remain welcoming, orderly, and trauma-informed spaces for everyone.

10.1 Shared Space Expectations

Common areas include:

- Living rooms
- Dining rooms
- Kitchens
- Hallways
- Laundry rooms
- Bathrooms (in shared suites)
- Kid Hubs (Oak and Redwood Suites)
- Outdoor seating areas
- Playground

Residents must:

- Treat all shared spaces with respect
- Clean up after themselves immediately
- Keep noise at a reasonable level
- Use appropriate language
- Wear shoes, slippers, or socks at all times (including children)
- Remain fully clothed in common areas, including undergarments
- Ensure pajamas provide full coverage

Common areas are for community use — not for personal storage, sleeping, or private conversations.

10.2 Cleanliness & Chore Expectations

A clean environment supports health, dignity, and community living.

Residents must:

- Complete assigned chores daily
- Follow the posted weekly chore schedule
- Have chores completed by 9:00 a.m. and rechecked throughout the day
- Keep personal items out of common areas
- Assist with additional tasks when asked by staff
- Ensure dishes are washed, dried, and put away promptly

Dish Duty

- Assigned to one resident from 9:00 a.m. to 9:00 p.m. the following day
- Dishes must be rinsed and put in the dishwasher by residents who use them. The dishwasher is then started and loaded each night by the resident assigned kitchen chore duty.
- Includes washing dishes, wiping counters, and maintaining kitchen cleanliness

Parents are responsible for cleaning:

- Baby bottles
- Children's breakfast and lunch dishes

Failure to complete chores may result in reminders, documentation, or disciplinary action.

10.3 Fraternization Policy

To maintain safety, boundaries, and emotional stability, fraternization between male and female residents is strictly prohibited.

This includes:

- In-person interactions beyond normal community courtesy
- Texting or phone calls
- Emails
- Social media contact
- Passing notes or messages
- Meeting in hallways, bathrooms, or outside

Residents must remain in their designated suite areas unless attending approved classes or appointments.

Violations may result in caution slips, write-ups, or termination depending on severity.

10.4 Respect for Mission 25 Property

Residents are responsible for:

- Treating all Mission 25 property with care
- Reporting damage immediately
- Replacing or repairing items they damage
- Keeping furniture in its designated location
- Not removing property from the building

Facility property must remain onsite after a resident exits.

10.5 Television & Media Use

Television and digital media must reflect Mission 25's values of safety, respect, and family-friendly engagement.

TV Guidelines

- TV may be turned on during the day
    - Staff have the right to adjust residents' viewing privileges

    - Daytime television should not be a binge of a show or any streaming service
- TV may be watched at any time on weekends
- Content must be appropriate for all ages and mindful of persons' lived experiences
- G, PG and PG-13 movies are permitted
- R-rated and X-rated movies are not allowed
- Video games must avoid violence and cannot be rated R or M
- No cussing or inappropriate music

Digital Media

Residents must:

- Monitor YouTube, TikTok, and other content in common areas
- In common areas, all media must be played in headphones
- No Facetime or video chatting in common spaces
- Ensure all content is family-friendly
- Avoid profanity, violence, or sexual content
- Never record residents, staff, or activities
- Never create content or post photos or videos taken at Mission 25

Violations may result in documentation or immediate exit.

See Social Media & Digital Communication Policy

10.6 Kitchen & Dining Expectations

Each suite has its own kitchen and dining room. To maintain safety and cleanliness:

Residents must:

- Eat food only in the kitchen or dining room
- Keep food out of bedrooms and common areas
- Clean up immediately after meals
- Label personal food items
- Follow the rotating dinner schedule
- Serve dinner between 5:00–5:30 p.m. and clean up by 6:00 p.m.
- Prepare meals in advance if absent on a cooking night
- Supervise children during meals

Prohibited in the Kitchen

- Meal preparation after 8 p.m. (warming plates is allowed)
- Energy drinks (Monster, Bang, Red Bull, Starbucks, etc.)
- Leaving dishes soaking past 9 p.m.

Food found in rooms may result in a **$75 fee.**

10.7 Laundry Expectations

Each suite has its own laundry facilities.

Residents must:

- Follow the posted laundry schedule
- Wash, dry, fold, and put away laundry promptly
- Wash sheets and towels weekly
- Provide their own detergent once employed
- Keep laundry areas clean and free of clutter
- Items left in washers or dryers may be removed by staff.

10.8 Noise & Quiet Hours

Quiet hours support rest, safety, and emotional regulation.

- Quiet time begins at 8:30 p.m. daily
- Residents must be in their rooms by 11:30 p.m.
- No loud music, yelling, or disruptive behavior at any time
- Children must follow the curfew schedule outlined in Section 11

Noise expectations apply in all suites and common areas.

11. DAILY SCHEDULE, CURFEWS & BEDTIMES

Mission 25 provides a structured daily rhythm to support stability, accountability, and healthy routines. Predictability reduces stress, builds confidence, and helps residents and children thrive. All residents — regardless of suite — are expected to follow the daily schedule and curfew expectations outlined below.

11.1 Wake-Up Routine

A consistent morning routine supports emotional regulation, productivity, and community living.

Monday–Friday Expectations

- Adults must be showered, dressed, have taken medication, and completed daily chores by 9:00 a.m., unless work schedules conflict.
- Parents must periodically check on sleeping children until they wake.
- Residents with late-night work schedules may receive adjusted expectations (see Section 11.5).

Weekends

Residents are encouraged to maintain healthy routines even on days off.

11.2 Daily Structure

Residents are expected to:

- Participate in classes and supportive services
- Attend case management meetings
- Complete chores
- Follow kitchen and dining expectations
- Maintain personal hygiene
- Engage respectfully with staff and peers
- Follow sign-in/sign-out procedures
- Submit weekly calendars every Sunday by 4 p.m.

Daily structure is essential for Level System progress and long-term independence.

11.3 Curfews for Adults

Curfews support safety, rest, and community accountability.

Adult Curfew Expectations

- Residents must be in the building by 9:00 p.m. daily.
- Residents must be quiet and in their rooms by 11:30 p.m.

- No one may leave or re-enter the building between 11 p.m. and 6:00 a.m.
    - This includes going outside to smoke or vape
- Residents must follow all sign-in/sign-out procedures.

Failure to follow curfew may result in documentation, restriction, or loss of access code privileges.

11.4 Children's Curfews & Bedtimes

Children need consistent routines for emotional and physical well-being. Parents are responsible for ensuring their children follow the schedule below.

Children's Curfew & Bedtime Schedule

Age Group	Sun–Thurs	Fri–Sat	Lights Out
0–12 months	Same as parent	Same as parent	Same as parent
1–12 years	8:00 p.m. in building 8:30 p.m. in room	8:00 p.m. in building 8:30 p.m. in room	9:00 p.m.
13–17 years	8:00 p.m. in building 9:00 p.m. in room	9:00 p.m. in building 9:30 p.m. in room	9:30 p.m. (Sun–Thurs) 10:00 p.m. (Fri–Sat)

Additional Parenting Notes

- Children may not be put to bed before 7:30 p.m. unless ill or for behavioral needs.
- Parents must remain in or near the bedroom until children are asleep.
- Parents must check on children periodically throughout the evening.

11.5 Employment Exceptions

Residents with late or early work shifts may receive adjusted curfews and wake-up times.

Employment Exception Requirements

Residents must:

- Return directly to Mission 25 after work
- Enter the building immediately
- Receive one hour of wind-down time before bed
- Practice appropriate sleep hygiene
- Follow all sign-in/sign-out procedures
- Communicate schedule changes promptly
- Exceptions must be approved by staff and documented.

11.6 Late Arrivals

If a resident is not in the building by curfew:

- Their access code will be removed
- Re-entry requires a meeting with Executive Leadership on the next business day
- Re-entry is not guaranteed
- Residents must call staff if running late
- Speaking with staff does not guarantee re-entry

Late arrivals compromise safety and may result in restrictions or termination depending on severity.

12. PERSONAL PROPERTY & ROOM GUIDELINES

Mission 25 provides shared living spaces designed to promote safety, cleanliness, and respect for all residents. These expectations ensure that every suite — Willow, Oak, Cedar, and Redwood — remains orderly, dignifying, and supportive of healthy routines.

12.1 Room Assignments

- Each resident is assigned a room, which may be shared with a roommate.
- Room changes may only occur with staff approval.
- Residents may not enter another resident's room at any time.
- Children may not enter other residents' rooms.
- Personal belongings must remain in the resident's assigned room unless otherwise approved.

Respecting room boundaries protects privacy, safety, and emotional well-being.

12.2 Personal Belongings

Space is limited. Residents must limit belongings to what can be stored neatly in their assigned room.

Expectations

- Keep belongings organized and stored appropriately.
- All belongings must be approved by staff and heat-treated and washed, if applicable
- Do not store items in hallways, common areas, or Kid Hubs.
- Valuables are discouraged; Mission 25 is not responsible for lost, stolen, or damaged items.
- Items must align with the approved list in Appendix B.
- Prohibited items will be removed and returned to a support person or discarded.

12.3 Room Cleanliness

Residents must maintain a clean and healthy living environment.

Weekly Cleaning Requirements

- Dusting
- Vacuuming and mopping
- Cleaning the sink, shower, toilet, and bathroom floors
- Washing sheets and towels weekly
- Keeping laundry washed, dried, folded, and put away
- Emptying trash regularly

Daily Expectations

- Beds made
- Dust mopping and sweeping
- Floors clear of clutter
- Clothes put away
- No food or drinks stored in rooms
- Lights and electronics turned off when leaving the room, including fans

Staff will conduct random and regular room inspections. Rooms must be inspection-ready at all times. Tours can happen at any time any day of the week, be mindful about room cleanliness.

See Search and Inspection Policy

12.4 Laundry Expectations

Each suite has its own laundry facilities.

Residents must:

- Follow the posted laundry schedule
- Wash, dry, fold, and put away laundry promptly
- Keep laundry areas clean
- Provide their own detergent once employed
- Not leave items in washers or dryers
- Parents must wash children's clothing and bedding regularly.

12.5 Electronics & Appliances

To ensure safety and prevent fire hazards:

Prohibited Items

- Irons
- Hot plates
- Coffee makers
- Toasters
- Space heaters
- TVs
- Any electrical appliances not approved by staff

Permitted Items

- Laptops
- Tablets
- Phones
- Hair tools (must be unplugged after use)

Electronics must be used safely and respectfully.

12.6 Food in Rooms

To maintain cleanliness and prevent pests:

- Food and drinks (except water) must be consumed in the kitchen or dining room.
- Food found in rooms may result in a **$75 fee.**

This expectation applies to adults and children.

12.7 Room Inspections

Staff will conduct:

- Random inspections
- Weekly inspections
- Inspections prior to exit
- Residents must comply with inspection requests immediately.

Failure to maintain room cleanliness may result in documentation or disciplinary action.

12.8 Safety & Security in Rooms

Residents must:

- Keep doors closed when not in the room
- Report maintenance issues promptly
- Not tamper with smoke detectors or safety equipment
- Not cover vents or block exits
- Not use candles, incense, or open flames

Safety violations may result in immediate consequences.

13. SAFETY & SECURITY PROTOCOLS

Mission 25 prioritizes the safety, dignity, and well-being of every resident, child, staff member, and volunteer. These expectations protect the integrity of our home and ensure

a secure, predictable environment where healing and growth can occur. Safety protocols apply equally across all suites — Willow, Oak, Cedar, and Redwood.

See Health and Safety Policy

13.1 Building Access

To maintain a secure environment:

- Only staff may allow guests into the building, unless permitted by a staff member
- Residents must use designated entry and exit doors.
- Children may never open doors for anyone.
- Residents must not prop open doors or tamper with locks.
- Each adult resident will receive a personal access code.
- Access codes may not be shared with children or anyone inside or outside Mission 25.

Sharing access codes may result in immediate termination.

13.2 Sign-In / Sign-Out Procedures

Residents must sign out every time they leave the building, including:

- Destination
- Departure time
- Expected return time
- Upon returning, residents must sign in with their actual arrival time.

These procedures ensure accountability and safety for all residents.

13.3 Phone Use & Privacy

Phones are a privilege and must be used responsibly.

Personal Cell Phones

- Permitted unless they interfere with program participation.
- Staff may request phones be turned off or held temporarily if needed.
- No profanity or yelling during phone calls.
- Phones must not be used to record audio or video anywhere on Mission 25 property.

Video Calls

- All video calls (FaceTime, Messenger, etc.) must be conducted in residents' rooms.
- Video calls are not allowed in common areas to protect confidentiality.

Resident Line

- Incoming calls are answered by staff.
- Staff will notify the resident if the call is for them.
- No calls (incoming or outgoing) are permitted after 10:00 p.m.

Residents on home detention will receive specific phone procedures if needed

13.4 Privacy & Confidentiality

Mission 25 is a trauma-informed environment. Protecting privacy is essential.

Residents may not:

- Take photos or videos of residents, children, staff, or property
- Post any resident's name, image, or personal information on social media
- Share details about other residents during phone calls or online
- Record conversations or activities
- Disclose confidential information learned in the program
- Share personal information and experiences that may be triggering for others (relationships, intimacy, substance use/past use, past behaviors, etc.)

There is space to discuss these topics and the common space of the Suites is not included. (Closed groups, mindfulness, class environments, counseling, etc.)

Violations may result in documentation, loss of privileges, or termination depending on severity.

13.5 Visitor Policy

To maintain safety and structure:

- Visitors are not permitted inside the building unless approved by staff.
- No guests may enter residential suites.
- No guests may hang out in the parking lot

- Drop off of items are prohibited
- Approved visits must occur in designated areas only.
- Residents may not bring guests into the building without staff approval.

Unauthorized visitors may result in immediate termination.

13.6 No-Violence Policy

Mission 25 maintains a zero-tolerance policy for violence of any kind.

Verbal Abuse Includes

- Threats
- Profanity
- Racial or ethnic slurs
- Degrading or sexualized language
- Bullying or intimidation

Physical Abuse Includes

- Hitting, pushing, or physical aggression
- Throwing objects
- Threatening physical harm

Any form of violence may result in immediate termination.

13.7 Drug & Alcohol Policy

Mission 25 is a drug- and alcohol-free environment.

Residents may not:

- Possess or use alcohol
- Possess or use illegal drugs
- Misuse prescription medications
- Possess drug paraphernalia
- Be under the influence of substances on or off property

Violations may result in immediate termination.

See Drug and Alcohol Screening Policy

13.8 Screening & Inspections

To maintain a safe environment:

- Residents may be asked to submit to drug or alcohol screening at any time.
- Random screenings occur regularly.
- Refusal to screen is treated as a positive result.
- Staff may conduct room, property, or vehicle inspections.
- Residents must comply with inspection requests immediately.
- A client may request a screen for $5

Screenings and inspections are conducted respectfully and confidentially

13.9 Medication Management

All medications are stored in the Recovery & Wellness Office.

General Medication Guidelines

Residents must:

- Declare all medications at intake
- Take medications only as prescribed
- Follow daily medication disbursement procedures
- Report changes in prescriptions immediately
- Never share or trade medications
- Unauthorized possession of medication may result in termination.

Daily Medication Disbursement

- Medications are dispensed at scheduled times.
- Residents must arrive on time for medication distribution.
- Missed doses may not be made up unless approved by staff.

Medications During Passes or Unstaffed Shifts

- Staff will provide approved doses for the duration of the pass.

Medications must be returned immediately upon re-entry through the drop box at the front entrance

Refusals & Documentation

- Medication refusals are documented.
- Repeated refusals may require a case management review.

Controlled Medications & MAT Protocol

- Controlled medications follow strict storage and documentation procedures.
- Medication-Assisted Treatment (MAT) follows the Medication Policy.

Naloxone / Narcan Protocol

- Narcan is available onsite for emergency use.
- Staff are trained in administration.

13.10 Smoking & Vaping Policy

Mission 25 is a smoke-free building.

Designated Areas

- Smoking and vaping are permitted only in designated outdoor areas.
- Residents may not smoke or vape inside the building or near entrances.

Smoking/Vaping Guidelines

Residents must:

- Be of legal age to smoke or vape
- Dispose of cigarette butts properly
- Not share tobacco or vaping products
- Not roll cigarettes inside the building

Smoking Cessation

Support is available for residents who wish to quit.

14. PASSES

Passes are a privilege, not a right. They are designed to support healthy connection with family, strengthen community ties, and prepare residents for independent living

Pass eligibility may be adjusted based on behavior, safety concerns, or staff discretion.

Mission 25 staff may extend passes for Thanksgiving and Christmas for residents to be with their families.

Holidays without passes: **Memorial Day, Fourth of July, Labor Day, New Year's Eve**

14.1 Requirements for Approval

To receive a holiday pass, residents must:

- Be in good standing with case management
- Have no current restrictions
- Be meeting Level System expectations
- Have completed weekly chores
- Have attended all required classes
- Have no recent infractions, cautions, or write-ups
- Have submitted a complete weekly calendar

Staff may deny a pass if:

- Safety concerns exist
- The resident is not meeting expectations
- The resident is not emotionally stable
- The resident has unresolved conflicts
- The resident has not demonstrated readiness

Passes are approved based on behavior, not personal preference.

14.5 Pass Conduct Expectations

While on pass, residents must:

- Remain sober
- Avoid unsafe people, places, and situations
- Follow all laws
- Maintain appropriate behavior
- Return with all required medications (if applicable)

- Communicate with staff if emergencies arise

Residents may not:

- Visit bars, casinos, or environments where alcohol/drugs are present
- Stay with individuals who are actively using substances
- Engage in romantic or sexual relationships
- Bring guests back to Mission 25
- Purchase prohibited items

Passes are intended to support recovery, not compromise it.

15. DISCIPLINARY ACTION & ACCOUNTABILITY

Mission 25 uses a structured, trauma-informed accountability system designed to promote growth, restore safety, and reinforce healthy habits. Discipline is not punishment — it is a tool for learning, reflection, and maintaining a stable community environment. Expectations apply equally across all suites: Willow, Oak, Cedar, and Redwood.

The disciplinary system includes three tiers:

- Level 1 Violation
- Level 2 Violation
- Level 3 Violation

Each tier reflects the seriousness of the behavior and the level of impact on the community.

15.1 Level One Violation

Level one violations address unmet daily expectations. These are typically routine responsibilities that support structure, cleanliness, and community living.

Examples of Level One Violations

- Not being up and ready by 9:00 a.m.
- Missing or arriving late to daily classes
- Incomplete chores
- Not preparing dinner by 5:00/5:30 p.m. on a scheduled night (unless prearranged)

- Not doing dishes after cooking
- Room not ready for inspection
- Not submitting weekly calendars
- Minor disruptions to daily structure

Consequences

- Each Level One Violations results in a 3-day restriction
- Three (3) Level One Violations result in a 14-day restriction
- If already on restriction or in Level 1, additional days are added

Restrictions limit passes and certain privileges but do not limit participation in required services.

15.2 Level Two Violations

Level Two Violations address program violations that impact safety, structure, or community expectations.

Examples of Level Two Violations

- Missing curfew or leaving the building after curfew
- Disrespect toward staff or residents
- Missing case management meeting
- Not attending supportive services as recommended
- Fraternization between residents
- Leaving the facility without permission while on restriction or Level 1
- Repeated Level 1 Violations
- Disruptive behavior in classes or common areas

Consequences

- Each Level 2 Violation results in a 5-day restriction
- Three Level 2 Violations result in a 30-day restriction
- Additional Level 2 Violations may result in a Level Three Violation
- Days are added to any current restriction

Level Two Violations indicate a pattern that needs immediate correction.

15.3 Level 3 Violations

Level Three Violations address major violations or repeated minor violations. These behaviors compromise safety, stability, or the integrity of the program.

Examples of Level Three Violations

- Repeated Level 2 violations
- Serious disrespect or aggression
- Significant disruption to the community
- Violations that require immediate staff intervention
- Any behavior that undermines safety or program structure

Consequences

- Each Level 3 results in a 30-day restriction
- Days are added to any current restriction
- Residents must sign their Discipline Log when receiving a Level 3 Violations

Termination Review

After two Level 3 Violations, a meeting will be held with Executive Leadership and staff to determine whether Mission 25 remains an appropriate program for the resident. Termination may result.

15.4 Immediate Termination

Certain behaviors require immediate removal from the program to protect the safety of the community.

Immediate Termination May Occur for:

- Physical assault or threats
- Verbal abuse, racial slurs, or bullying
- Possession or use of alcohol, illegal drugs, or weapons
- Misuse of prescription drugs prescribed to yourself or others
- Unauthorized overnight absence
- Bringing guests without approval
- Sharing access codes

- Illegal driving (no insurance, expired plates)
- Possession of pornography
- Sexual misconduct or relationships between residents
- Theft or destruction of property
- Any illegal or unsafe behavior on or off Mission 25 property

Residents who believe termination was unjust may request a meeting with the CEO and a board member or file a formal grievance. The resident must still leave the facility while the review is pending.

15.5 Restrictions

Restrictions limit privileges but do not limit access to required services.

During Restriction, Residents Must:

- Remain onsite except for work, medical appointments, or approved commitments
- Participate fully in classes and case management
- Follow all daily expectations
- Not receive passes

Restrictions are intended to restore structure and accountability.

15.6 Restorative Expectations

Mission 25 believes in growth and restoration. When discipline occurs, residents are encouraged to:

- Reflect on the behavior
- Discuss concerns with staff
- Identify triggers or barriers
- Develop a plan to prevent recurrence
- Rebuild trust through consistent behavior

Accountability is part of healing — not shame.

16. GRIEVANCE PROCEDURE

Mission 25 is committed to maintaining a safe, respectful, and transparent environment. Residents have the right to express concerns, seek clarification, and request review of decisions that impact their experience in the program. The grievance process is designed to ensure fairness, accountability, and open communication while maintaining the structure and integrity of the program.

Grievances may be related to:

- Staff interactions
- Program decisions
- Disciplinary actions
- Safety concerns
- Policy misunderstandings
- Perceived unfair treatment

Residents are encouraged to address concerns early and respectfully.

16.1 Internal Grievance Steps

Residents must follow the internal grievance process before pursuing external options.

Step 1: Direct Conversation (Informal Resolution)

Residents are encouraged to first speak directly with the staff member involved, when appropriate. Many concerns can be resolved through calm, respectful conversation.

If the concern involves safety, trauma triggers, or a conflict of interest, residents may skip this step.

Step 2: Speak with an Executive Staff

If the concern is not resolved, the resident may request a meeting with an executive staff. The executive staff will:

- Listen to the concern
- Review relevant documentation
- Seek clarification from involved parties

- Provide a response or next steps

Step 3: Submit a Written Grievance

If the concern remains unresolved, the resident may submit a formal written grievance. The grievance must include:

- Resident name
- Date
- Description of the concern
- Steps already taken
- Desired outcome

Written grievances are reviewed by Executive Leadership and a board member.

Step 4: Leadership Review

Executive Leadership will:

- Review the grievance
- Meet with the resident
- Consult with staff
- Review documentation
- Provide a written response
- Leadership decisions at this stage are final within the internal process.

16.2 Special Circumstances

Residents may request to bypass certain steps if:

- The concern involves safety or trauma
- The concern involves a staff member with whom the resident does not feel safe
- The concern involves discrimination or harassment
- The concern involves a conflict of interest

Mission 25 will ensure the resident is heard by an appropriate and neutral staff member.

16.3 External Grievance Option: INARR

Mission 25 is certified through the Indiana Affiliation of Recovery Residences (INARR). Residents may file an external grievance with INARR only after completing the internal grievance process.

INARR Grievance Overview

INARR reviews grievances related to:

- Program compliance
- Resident rights
- Ethical concerns
- Safety issues
- Violations of recovery residence standards

INARR does not review grievances related to:

- Personal disagreements
- Program rules residents do not prefer
- Decisions made according to policy

Oversight & Conflict of Interest

INARR ensures:

- Neutral review
- No conflict of interest
- Fair evaluation of concerns
- Appropriate follow-up with the program

Possible Sanctions

If INARR finds a violation, they may:

- Require corrective action
- Issue warnings
- Conduct additional monitoring
- Suspend or revoke certification (in severe cases)

INARR Formal Grievance Process

Residents must:

- Complete Mission 25's internal grievance process first
- Submit the INARR grievance form
- Provide documentation
- Participate in follow-up communication

Mission 25 will cooperate fully with INARR during the review.

See Mission 25 Grievance Policy and Procedure

17. MISSION 25 LEVEL SYSTEM® (RESIDENT SUMMARY)

The Mission 25 Level System® is a structured pathway designed to support your growth, stability, and long-term independence. Each level focuses on specific areas of wellness and includes clear expectations that help you build healthy habits step by step. Your Case Manager and Navigator will walk with you through each level, celebrating progress and addressing barriers along the way.

Movement through the Level System is based on consistency, participation, behavior, and completion of goals — not perfection.

17.1 Overview of the Four Levels

The Level System is built around the 4 Dimensions of Recovery and the 8 Dimensions of Wellness. Each level builds on the one before it.

Level 1: Health

Focus: Physical, emotional, and mental stability
You will:

- Complete intake and assessments
- Begin case management and navigation
- Schedule medical and mental health appointments
- Begin relapse prevention planning
- Follow medication and safety policies
- Start goal-setting lessons

This level helps you stabilize and build a foundation for success.

Level 2: Community

Focus: Social, financial, and spiritual wellness
You will:

- Establish income
- Create a financial plan
- Begin budgeting and debt reduction
- Meet with the Financial Case Manager
- Identify healthy supports
- Engage in coping strategies
- Begin your Individual Pathway

This level strengthens your connection to community, structure, and financial responsibility.

Level 3: Purpose

Focus: Intellectual and occupational development
You will:

- Maintain consistent income
- Save $500
- Complete established goals
- Strengthen financial habits
- Develop formal and informal supports
- Explore leadership opportunities
- Complete your Individual Pathway

This level prepares you for long-term stability and meaningful purpose.

Level 4: Home

Focus: Environmental stability and independent living
You will:

- Save an additional $500 (total $1,000)
- Finalize your Program Completion Plan

- Pay 90% of legal fees
- Develop a housing plan
- Strengthen boundaries
- Engage in leadership opportunities
- Prepare for outreach and aftercare

This level prepares you for successful transition into independent housing.

17.2 How Level Movement Works

Level movement is based on:

- Consistent participation
- Completion of goals
- Positive behavior
- Financial responsibility
- Engagement in classes and services
- Respect for staff and residents
- Cleanliness and room readiness
- Emotional stability and communication

Your Case Manager will review your progress regularly and discuss level movement during your updates.

17.3 How Levels Connect to Program Expectations

Finances

Level 3: Save $500

Level 4: Save an additional $500

Employment & Education

Level 2: Establish income or volunteer hours

Level 3: Maintain income and complete goals

Level 4: Prepare for independent living

Program Completion

Residents must complete all Level 4 expectations to graduate.

17.4 What Happens If You Fall Behind

If you struggle with expectations, staff will:

- Discuss concerns with you
- Identify barriers
- Adjust goals if needed
- Provide additional support
- Offer corrective conversations

If concerns continue, you may:

- Remain at your current level longer
- Receive documentation or restrictions

The goal is always restoration, not punishment.

17.5 Celebrating Progress

Mission 25 believes in celebrating:

- Level advancements
- Completed goals
- Healthy habits
- Personal breakthroughs
- Acts of leadership
- Steps toward independence

Progress is recognized in case management, classes, and community gatherings.

18. APPENDIX A: FEE BREAKDOWN

This appendix outlines the financial expectations and fee structure for all Mission 25 residents. These fees support the sustainability of the program and help residents build a financial foundation for independent living.

18.1 Move-In Deposit

All residents are required to pay a $250 move-in deposit.
This deposit:

- Is held until exit
- May be used to cover damages, cleaning fees, or missing property
- Is refundable if the resident completes a proper exit and no deductions are required

Residents will receive documentation of any deductions.

18.2 Service Fees

Service fees are calculated at 20% of gross annual income and are divided as follows:

- 50% supports current living expenses
- 50% is saved as a housing stipend for the resident's exit

Service Fee Guidelines

- Fees begin the first full month after intake if income is present
- Variable income is averaged over the first two paychecks
- Fee adjustments occur when income changes
- All payments are due by the 15 of each month
- Residents receive a paper receipt for each payment

Failure to pay fees on time may result in documentation or disciplinary action.

18.3 Miscellaneous Fees

Certain behaviors or damages may result in additional fees.

Examples Include:

- $75 fee for food found in rooms
- Replacement cost for damaged property
- Cleaning fees for excessive mess or neglect
- Fees associated with lost or damaged Mission 25 items

Fees are documented and communicated clearly to the resident.

18.4 Housing Stipend

Residents who complete the program and exit successfully will receive:

- Their full housing stipend (50% of service fees paid)
- Their savings envelopes
- Documentation of payments

Housing stipends are intended to support:

- Security deposits
- First month's rent
- Utility deposits
- Moving expenses

Residents who do not complete a proper exit may forfeit their housing stipend.

19. APPENDIX B: PERSONAL BELONGINGS

This appendix outlines what residents may and may not bring into Mission 25. These guidelines ensure safety, cleanliness, and consistency across all suites.

19.1 Permitted Items

(Examples include but are not limited to)

Clothing & Personal Items

- Modest clothing
- Pajamas with full coverage
- Shoes, slippers, socks
- Hygiene products
- Hair tools (must be unplugged after use)

Electronics

- Cell phones
- Laptops
- Tablets
- Chargers

Bedding & Linens

- Blankets
- Pillows
- Towels
- Sheets

Miscellaneous

- Books
- Journals
- Approved medications (stored in the Recovery and Wellness Office)

19.2 Prohibited Items

(Examples include but are not limited to)

Safety Hazards

- Weapons of any kind
- Knives (other than kitchen knives stored in common areas)
- Lighters not used for smoking
- Candles or incense
- Space heaters

Electrical Appliances

- Irons
- Hot plates
- Coffee makers
- Toasters
- TVs
- Any unapproved electrical devices

Substances

- Alcohol
- Illegal drugs
- Drug paraphernalia

- Energy drinks
- Tobacco or vaping products for others

Other Prohibited Items

- Pornography
- Sexual adult toys
- Pets (including fish or aquariums)
- Items belonging to other residents
- Excessive belongings that cannot be stored neatly

Prohibited items will be removed and returned to a support person or discarded.

20. APPENDIX C: RESIDENT POLICIES & PROCEDURES

The following policies are referenced throughout the Resident Rules & Guidelines. Residents are responsible for understanding and following all policies.

Included Policies

- Intake Policy (Policy Manual pg. 16)
- Discharge Policy (Policy Manual pg. 47)
- Medication Policy (Policy Manual pg. 38)
- Billing & Housing Stipend Policy (Policy Manual pg. 41 & 43)
- Social Media Policy (Policy Manual pg. 26)
- Confidentiality Policy (Policy Manual pg. 5)
- Discipline Policy (Policy Manual pg. 19)
- Grievance Policy (Policy Manual pg. 10)
- Peer Support Policy (Policy Manual pg. 54)
- Health & Safety Policy (Policy Manual pg. 28)
- Relapse Prevention Policy (Policy Manual pg. 34)

Residents may request copies of any policy at any time.

21. REVISION DATES

Mission 25 reviews and updates the Resident Rules & Guidelines annually or as needed to ensure safety, clarity, and alignment with best practices.

Revision History

2024 Edition – Previous version

November 2025 Edition – Interim update

2026 Edition – Full revision reflecting new building, updated policies, and expanded program structure

Residents will be notified of any future revisions.