

Intake Procedure Manual

Purpose of Wellspring Living, Inc.

The Wellspring Living Home is a facility prepared and administered with the goal of allowing women to have a new beginning. The home is in an undisclosed location for the protection of our participants.

In *The Wellspring Living Home*, participants receive mentoring by trained coaches, teaching concerning healthy relationships, emotional wellness, nutrition, life skills and career skills during their 6-month stay in the residential part of the program, followed by supported application in the transitional phase. The entire program equals 1 full year.

The women who stay in this home come at no charge. The funding of this home is provided through the non-profit organization, *Wellspring Living, Inc.* Funds are received for this organization from foundations, grants, churches, and individual donations.

Agency History

On August 25-26, 2000, an interdenominational, cross-cultural group of women facilitated the largest two-day event led by Christian women in Atlanta history. This two-day event and the nine months prior planted a passion in our hearts for the body of Christ to unite for the sake of the Kingdom. Becoming keenly aware of the need for churches to work together to reach our city and recognizing the disparity between the visionaries and the labor force caused this group to pursue in prayer how God might use them.

This core group of women began to fervently pray, and as a result, the ministry of *Wellspring of Living Water, Inc.* was birthed with a vision to connect women inside the church to established ministries that touch women outside the walls of the church. *Wellspring of Living Water, Inc.* was incorporated in March 2001 and received its non-profit status in October 2001. *Wellspring of Living Water, Inc.* is a faith-based, non-profit organization, which shares God's heart to uplift, love and support the women of Atlanta. In 2005, the name of the organization was changed to *Wellspring Living, Inc.*

Mission Statement

Wellspring connects a caring community with women seeking a way out of unhealthy lifestyles, promoting healing, wholeness, independence, and family restoration through Biblical Principles.

12 Month Program Structure (52 weeks)

Months 1-3

Weeks 1 -2 (Phase 1)

Ladies can leave home with coach or approved ministry leader only. There is no contact with anyone outside of Wellspring Living, Inc.

Weeks 3-13 (Phase 1)

Ladies can leave home with coach or approved ministry leader only. Approved visitation takes place on Sundays from 2-4:00 pm. Ladies can also receive mail and may make phone calls to those on an approved contact list, on specified call days.

Months 3-6

Weeks 14- 24 (Phase 2)

Ladies may leave home with staff or approved friend / family. Ladies may leave the property with approved friend / family on Sunday from 1-5:00 pm. One time a month an approved family overnight visit may take place on Sat. at 9:00 am through Sun. at 6:00 pm. At the end of the 26th week (6th month), there will be a celebration with the Home.

FAMILY AND FRIEND VISITATION TIMES WILL NOT BE CHANGED OR EXCHANGED. Families are requested to be prompt. ALL THESE PRIVILEGES ARE REVIEWED AND BASED ON PERIODIC EVALUATIONS.

Weeks 25-28 (Month 6) (Phase 3)

During this time, the participant will maintain the same schedule of the home and have different assignments, & accountability. Participant may have 2 weekends home. Participant will begin looking for a job and alternative approved housing.

Weeks 29-32 (Month 7) (Phase 3)

During this time, the participant will maintain the same schedule of the home and have different assignments, & accountability. Participant may have 3 weekends home. Participant will begin looking for a job and alternative approved housing.

Weeks 33-52 (Months 8-12) (Phase 4--Transition)

Once participant has completed all Phase 3 assignments and has found employment/ alterative housing, they are free to leave the residential portion of

the program. Participant will still check in daily by phone and weekly in face-to-face meetings with Transition Coordinator.

At the end of the year program, there will be a graduation ceremony for the participant.

Overview of Life Skills Training

(This list is an example of classes taught in the home and is not intended to be a complete list of classes offered.)

1. Social/Personal Development
 - Etiquette
 - Mannerisms
 - Appropriate Dress
 - Relational Skills
 - Grammar
 - Time Management
 - Conflict Resolution

2. Home Development
 - Parenting
 - Hospitality
 - Cleaning
 - Gardening
 - Cooking

3. Career Development
 - Future/ Purpose Training and Follow-up Counseling
 - Resume, Networking, and interviewing Skills
 - Budgeting/ Financial Skills
 - Conflict resolution
 - Work Ethic

Wellspring Home Procedures

In Relationships

- Matthew 18:15 – 17... “If your brother sins against you, go and show him his fault just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses. If he refuses to listen to them, tell it to the church; and if he refuses to listen even to the church, treat him as you would a pagan or a tax collector. (with love)

- Ephesians 4:29... “Do not let any unwholesome talk come out of your mouths, but only what is helpful for building up others according to their needs, that it may benefit those who listen.”
- Respect the rights and belongings of others

Items not allowed in The Wellspring Home

- Drugs, Alcohol, Drug Paraphernalia
- Cigarettes, cigars, Chewing Tobacco, Matches, Lighters
- Secular Music
- Magazines (Books must be approved)
- Knives, Guns, or a weapon of any kind
- Vehicles, Bikes
- Pets
- Romance Novels
- Prescriptions
- Diet Pills
- Anything related to the Occult
- Non-Christian religious literature

Dress and Appearance (Dress Code)

- Modest dress at all times.

House Care

- Rooms are to be cleaned and beds made before *Proverbs and Prayer*.
- All bedroom doors are to be left open at all times (except when dressing).
- Staff will approve any changes in furniture arrangements.
- House cleaning is done on Thursdays.
- Personal belongings need to be picked up before 10pm daily.
- Take care of all property and equipment of Wellspring Living - Clean and return anything used that is “house property”

Meals and Kitchen

- Wash your hands before handling any food

Everyone is responsible for:

- Rinsing off and loading own dishes into the dishwasher
- Writing down any items that are needed on the pad of paper on the side of the oven hood
- All dishes (except large pots and pans) are to go into the dishwasher for sanitation
- No food may be taken into the bedrooms

Miscellaneous

- Mail goes out thru our Program Director or Administrative Assistant, M – F. All outgoing mail must be turned into the Program Director / Administrative Assistant is to be left unsealed. Participants can send and receive mail from only those persons on an approved contact list. *If the participant receives mail from someone other than an approved contact, the participant can receive the mail if she consents to having it opened and scanned for safety by our home administrator with the participant present. If*

the participant is unwilling to allow this, then the mail will go into the participant's file until she has completed the program.

- Shopping for personal items will be done on periodic trips to Wal-Mart or Target.
- Computer use needs to be approved by staff
- Use Scott Tissue only in toilets...No tampons, cotton balls, pads, paper towels, etc...
- Use only liquid soaps... no bath salts or bubble bath
- Do not touch thermostat...staff only
- Candles can not be burned in rooms
- Books/CD's/Tapes belonging to the home can be used, must be returned
- Medications will be picked up and dispensed by staff.

Phone

- Bring phone & phone log to a coach, *only approved contacts*.
- Coaches will dial number
- Business calls can be made with coach or Program Director's approval
- All phone calls are to be made on main level, whether supervised or unsupervised.
- Participant is not to answer the phones or door.

Ladies Relations with Coaches

- No one is allowed in coach rooms without permission
- Be respectful of coaches
- All decisions will be made by 2 or more coaches
- All requests are to be put on a request form before Wednesday morning Staff Meeting

Incident Reports

- Any incident that occurs during participant's time in the program will be recorded, reviewed, and signed by coaches and lady(s) involved. This will then be placed in lady's file. Numerous incident reports for the same or different offenses may result in disciplinary action taken and/or dismissal from the program.

Expenses the Wellspring Home will cover:

Meals and lodging
Individual counseling sessions (24+)
Curriculum
Adequate clothing needs
Toiletries
Adequate and appropriate social activities

Expenses the Wellspring Home will not cover:

Medical Expenses
Past Debts (Car payments, etc.)
Legal Fines and Fees

Exit Intervention Plan

Definition of the Program

Wellspring Living, Inc. exists to help women who are committed to a life change. In order for the program to provide optimal services for all the women, it is vital that the participant who leaves the home realizes that leaving the program early is detrimental not only to the participant, but also to the other women in the home. Because this program is modeled after a home environment, it is vital that each participant respects this mode of operation. *Wellspring Living, Inc.* does not operate with an evening and day shift schedule. Therefore, it may not be appropriate for women with needs of intense supervision. For the safety of all of the women in the home, aggressive behavior, self-mutilation, or suicide talk will be reason for the participant to be referred to professionals. If the coaches recognize that this is an issue for a participant and she needs to be referred out of the Wellspring home, they will contact the person who brought the participant into the program.

Exit by Choice

1. If the participant chooses to leave the program, the individual who brought her into the program then becomes responsible for her care.
2. Wellspring staff reserves the right to have the participant enter into a 24 hour waiting period to ensure that she is making the best decision. During this time, she will be able to talk with staff about her concerns and reasons for leaving. *This period is used to help ensure that women do not leave too quickly based solely on emotions.* Whether staff chooses for the participant to enter into the 24 waiting period is based upon their evaluation of what is best for the participant as well as the other women in the home.
2. If a participant chooses to leave the program, she will sign a statement expressing her intentions and making it clear that she may not be accepted back into the Wellspring home.

Exit by Mandate

1. If the participant is asked to leave the program, the person who brought the woman into the program will be asked to take responsibility for her care at that time. If no one is available, the staff will seek an appropriate placement.
2. Participant will sign an acknowledgement of this exit.

Guidelines for Wellspring Home Program

1. Must be between the ages of 18 and 40.
2. Must be willing to live in the Wellspring home as a guest and follow house rules.
3. Must be completely detoxed- including no methadone, antidepressants, or cigarettes. *(Participants may be allowed to wean off of psychotropic drugs during the first 2 weeks in the program. This must be discussed and approved by the Clinical Director prior to entry.)*
4. Participant is required to abstain from all forms of sexual activity.

5. Participant is required to have no contact with outside friends and family during her stay in the Wellspring home unless on a staff approved communication list.
6. Participant is expected to keep her room neat and clean at all times and to clean up after herself and around the house (including kitchen)
7. Participant is required to follow the individual program outlined for her by The Wellspring home and keep all appointments.
8. Participant must cooperate with coaches and other participants, communicate openly, and be respectful at all times.
9. Participant will be supervised 24 hours a day for the first 6 months in the program.
10. Appropriate attire is expected at all times.
11. Candidate must respect the coach, staff and volunteer's authority and participate in all scheduled activities.