

WITH FRIENDS, INC.
Transitional Living Program



Adam's House Handbook

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Transitional Living Program

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Introduction to the Transitional Living Program

Program Purpose

The purpose of the Transitional Living Program will be to provide direct shelter, supportive services, skill building and training designed to promote successful transition to self-sufficient living and permanent housing to homeless, young men in Gaston and neighboring counties. The program may serve you teens 18-21 for a continuous period of 18 months but not to exceed 24 months.

Program Goals / Philosophy

The goal of the Transitional Living Program will be to provide stable and safe living conditions, assist in developing skills needed to live independently, provide education, information and counseling to prevent or reduce substance abuse, assist in medical and health treatment and assist in obtaining gainful employment and permanent housing.

The program will focus on preparation for transition, management of transition and follow-up after transition, utilizing a client development approach. Program goals, objectives and activities will fulfill the following purposes:

- 1) Providing the services and referrals necessary to assist homeless young men in transitioning to permanent, stable housing;
- 2) Providing stable, safe living accommodations while a homeless young male is a program participant; Providing the services necessary to assist homeless youth in developing both the skills and personal characteristics needed to enable them to be self-sufficient and live independently;
- 3) Providing education, information and counseling aimed at preventing, treating and reducing substance abuse among homeless youth;
- 4) Providing homeless youth with appropriate referrals and access to medical and health treatment;
- 5) Providing services and referrals necessary to assist homeless youth in preparing for and obtaining employment;

- 6) Providing the services and referrals necessary to assist homeless youth in preparing for and obtaining secondary, and where feasible, post-secondary education and/or vocational training.

Criteria and Eligibility for Admission

In order to be selected to participate in the Transitional Living Program (TLP), the homeless male must meet the following requirements, must have emotional and behavioral problems. In addition, each male must meet the following selected criteria:

Youth must be between the ages of 18-21 years of age upon entrance into the program.

- 1) Priority will be given to youth who are a resident of this county.
- 2) Youth must not be considered a danger to self or others.
- 3) Youth cannot be actively involved with drugs or alcohol.
- 4) Youth must be unable to return home.
- 5) Youth must be willing to contract for services and participate in the program.
 - a) Willing to abide by all expectations and regulations of the program.
 - b) Willing to abide by the plan developed in his Individual Service Plan.
 - c) Motivated and willing to participate in the treatment plan development to address emotional and behavioral problems.
- 6) Youth must make written application to the TLP.
- 7) Youth must be willing to work and attend school or a vocational/job training program.
 - a) Motivated to become self-sufficient with a clear desire to complete job skills training, obtain and maintain employment and permanent housing.
- 8) Youth must be willing to save 50% of each pay check while participating in the TLP.

Homeless Youth: An individual who is not more than 21 years of age; for whom it is not possible to live in a safe environment with a relative and who has no other safe alternative living arrangement.

Application and Intake Process

The Transitional Living Program staff will conduct a comprehensive intake screening to ensure that potential program participants meet the basic eligibility requirements of the program. The intake screening will include the completion of the initial application, an interview with TLP staff and current program participants to determine eligibility.

The purpose of the intake screening will also be to obtain demographic information, personal characteristics, a description of the presenting problems, source and amount of monthly income (if appropriate), prior living situation, make an initial risk assessment for harm to self and others to obtain information on the referral source.

Documentation verifying the potential client's identity (Birth Certificate, Social Security Card, Picture ID, etc. if available) will be requested or obtained from other sources available. A criminal record will be obtained from the county or city in which the potential client spent the most time. Other documentation will be requested from prior service providers to further substantiate the need and appropriateness for TLP services. If an applicant is found not appropriate for the program, community referrals will be made for that individual.

Information will be gathered on the client's support networks and the extent to which the people involved with the client would be willing and able to help. The initial intake will inform the client about the program and its services and the appropriateness of services for the client. A more detailed assessment of the client's problems and needs will be made during the completion of a Social Summary-Intake Form, a Strength/Needs Assessment Form, Resident Placement Agreement Form and Life Skills Inventory. Client will participate in the intake process by sharing information and assessing their strengths, needs and skills.

EACH YOUTH MUST HAVE A "VERIFICATION OF HOMELESS" FORM AND A CONSENT FORM COMPLETED PRIOR TO ADMISSION AND PLACED IN THE FRONT OF THEIR FOLDER.

Move In Procedure

After a client has been accepted into the program, he will be given a date to move into the transitional house. Program staff will aid in the moving process as much as necessary. Personal belongings will be limited inside the house. Clients that require outside storage will be responsible for paying the storage fee. Any valuable belongings will be listed and an inventory taken.

Orientation

Youth will be orientated to the program within 72 hours of admission this will include:

- 1) Adams House Handbook (Program Purpose, Goals, and Philosophy)
- 2) Clients Rights
- 3) Discharge/Termination of Service
- 4) Grievance Procedures
- 5) Self/Early Termination
- 6) Violation of Rules

Length of Stay

Youth may stay in the Transitional Living Program for a continuous period of 18 months but not to exceed 24 months (if the youth entered the program at age 18 or is enrolled in college).

Transportation Policy

Only With Friends staff/volunteers shall operate vehicle(s) insured by With Friends. Staff will be responsible for the maintenance, upkeep and proper use of the agency vehicle(s). Transportation in the form of Gaston Transit/Access passes will be provided as needed to program participants.

Personal Vehicles

Clients may have their own car only if they have a valid driver's license, sufficient insurance, and a visible means of financial support for payments and maintenance. Proof of driver's license and insurance must be given to staff and kept in the Client's folder. Driving any car while uninsured or unlicensed may lead to immediate termination from the program. Clients are not permitted to allow other Clients to drive their car due to insurance and liability issues. Clients will be allowed to park operable (only) privately owned vehicle(s) on the premises.

Telephone and Mail

Clients will have access to their phone line during designated times. At no time are clients to use the staff/office phone unless instructed by the program staff. Clients are also not to answer the office phone at any time. To make long distance calls, a client can either use a calling card or call collect. Telephone usage will be limited to 30 minutes per call.

CELL PHONES: Clients are allowed to have cell phones with the understanding that they are responsible for paying the bill.

Clients may receive mail at the transitional house. A change of address form should be filled out within the first week of moving. Any mail sent or received that contains pornography, illegal substances, etc. will result in a written reprimand and possible termination from the program. Clients will be responsible for providing their own postage for letters or packages sent out.

THE USE OF CELL PHONES BY STAFF is restricted to emergency use only. Staff should not be on cell phone texting or otherwise during work hours. (Except the Program Coordinator who carries the cell phone provided by the organization for ready access)

Visitors

NO VISITORS IN ADAM'S HOUSE.

NO VISITOR MAY STAY OVERNIGHT AT ANY TIME. A client, who allows visitors in the facility, will be reprimanded. Other consequences could also result from this action.

Curfew

Must be in the house at the following times:

- 1) ALL new program participants are required to be in house by 8pm for the first 30 days. After which they will follow regular curfew of 9pm. (the only exception is employment)
- 2) 9:00 pm weekdays and weekends.
- 3) Overnights must be cleared with staff.

Bedtime

All clients must be in bed by 10:00pm every night.

Quiet time begins at 9:00pm every night. Stereo equipment, televisions and cassette players in the common areas must be turned off.

Chores and Assignments

All Clients are expected to participate in keeping the house and property clean and orderly. All household chores will be assigned weekly by the program staff. Clients may also choose to volunteer for chores, with staff approval. Household responsibilities will be posted in a central location in the house. Clients are responsible for checking the list and completing their chores. Each client will be responsible for maintaining their own living space and complete chores in accordance with program expectations and/or intentional damage to the property may be grounds for disciplinary action up to and including termination from program.

Personal Hygiene and Laundry

All clients will be responsible for their personal hygiene and doing their own laundry. Laundry facilities will be available for clients in the transitional house. Clients may develop a laundry schedule. Clients are not to leave their laundry unattended and should remove their laundry from the washer or dryer as soon as completed. Clients may use public laundry facilities at any time.

In the event that washing machines and/or dryers are not present or not functioning, clients will be responsible for finding the nearest Laundromat/public laundry facility.

House Cleanliness

Absolutely NO EATING OR DRINKING ANYWHERE BUT KITCHEN.

Program participants are responsible for the order and cleanliness of the house and surrounding grounds and for good relations with the neighbors. The house should be kept in a clean and orderly condition at all times. Food should be stored in proper containers and garbage removed regularly. Any problems in the house with plumbing, leaks, damages, pest control, etc. must be reported immediately to the program staff.

The house will be inspected by staff regularly. Staff will have a copy of all keys to each room (if available) and will regularly inspect each room. A list of household cleaning responsibilities and chores checklist will be made available for guidance. Continuous failure to maintain a responsibly clean and orderly room and failure to cooperate in maintaining a reasonably clean and orderly house and outside surroundings may lead to disciplinary actions and eventually to termination from the program.

Kitchen Facility

Breakfast Hours: 6:30am-9:00am

Lunch Hours: 11:30am-1:30pm

Dinner Hours: 5:00pm-7:00pm

Clean Up: 7:00pm-8:00pm

Staff will maintain flexibility to accommodate those clients with 2nd and 3rd shift jobs, clients needing to eat prior to taking medications and other emergency medical situations (after 9:00pm and before 6:30am).

Destruction of Property

Program participants will be responsible for the house and furnishings. Any damages done to the house, appliances or furnishings will result in payment for the damage, charges filed, other disciplinary actions and/or termination from the program. Clients are encouraged to design their living space to their liking. However, we ask that you respect the property by:

- 1) Not scratching the wood floors and linoleum and not tearing the carpet or rugs;
- 2) Not putting unnecessary holes in the walls or ceilings;
- 3) Not being rough on cabinets, fixtures, appliances, windows, etc.;
- 4) Never paint anything;
- 5) Ask for help when installing curtains or moving large pieces of furniture;
- 6) Not tampering with fire alarms, security system or smoke detectors;
- 7) Not writing on the walls, beds or other furniture

Clients who damage or destroy the program's property and refuse to refund the cost of property damaged or destroyed will have the cost take from their savings/trust fund.

Noise

Stereo equipment, televisions and radios are to be kept at a level that is not disrupting to the other clients in the house and/or neighbors. Clients must use their inside voice at all times.

Religion

Client may participate in religious services and other religious activities within the framework of their individual and family interest, the client's spiritual needs and clinical status. Clients will be responsible for arranging transportation to and from any religious activities. Client may choose to celebrate holidays in the traditional manner or any way that is specific to their personal religion/culture. Care and consideration will be given to cultural differences and preferences as long as they are not in direct conflict with the rules and regulations of the program.

Smoking

SMOKING IS NOT PERMITTED INSIDE OR OUTSIDE OF THE FACILITY.

No employee, volunteer or client over 18 is permitted to give or purchase tobacco/nicotine products for clients under 18.

Medical Care and Concerns

Physical health care will be addressed within the first ten (10) days of admission with each client.

Each client will need to have a physical examination and TB test completed within 60 days of entering the program, unless they have documentation of completing this requirement within the past six (6) months. Each client must schedule their own medical, dental, counseling and other appointments. Assistance, support and guidance will be provided by staff if needed. Client will be responsible for informing their caseworker of any medical visits, appointments, emergencies and regular check-ups. Participants are responsible for informing staff when they need assistance in setting up an appointment or transportation to the appointment.

Program staff and client will establish the resources they will use for emergencies as well as routine medical check-ups. Staff will provide the client with information about applying for Medicaid. The client will be responsible for applying for Medicaid. Assistance will be provided by the caseworker if needed.

Client Medications

ALL CLIENTS MUST TAKE THEIR MEDICINE. Clients must get written permission from their physician to stop taking medicine. **ALL MEDICINE WILL BE LOCKED IN A SECURE AREA.**

Staff will monitor medications taken by their client. Clients are responsible for taking their own medications and understand that staff will make random checks to insure proper use. All over the counter medications will also be kept in a safe location where clients can access them when staff is not present. All medications taken will be documented by the client in an individual medicine log. Clients will be responsible for signing a medicine of each time they take their specified dose. Program staff will be responsible for monitoring the medicine log. Program staff will conduct an orientation to insure that the client understands the proper use of his prescription medication.

In the event of a medical emergency and/or crisis situation, the on-duty staff will follow the emergency procedure by notifying the appropriate emergency personnel (DAIL 911) and requesting assistance and notifying the On-Call or Executive Director. In the event that the client's family is involved with his care, the family may be notified of the emergency (if a release is signed).

Health Regulations

- 1) The County Environmental Health Division will conduct an annual inspection of each facility. A copy of this inspection will be kept on file at the facility.
- 2) The program will maintain functional washing machines and dryers. Clients will be responsible for laundering their personal clothing. In the event that washing machines and/or dryers are not present or not functional, clients will be responsible for finding the nearest Laundromat.
- 3) All food and drinks must be eaten in the kitchen or dining room areas. Glasses, dishes, flatware, etc. are not to be taken outside of the facility. This includes plastic cups, plates, and utensils (exceptions for the purpose of cooking-out must have the permissions of the Executive Director). Plates, pots and pans should be scraped into the garbage can and all dishes, pots, pans, glasses and flatware washed immediately after each meal. No food or drinks are permitted in the bedrooms.

Searches

Individuals entering the program will be subject to a search of their clothing and possessions during the screening and at any time while they are officially in the program. During the intake procedure, searches will be conducted in the presence of parents or legal guardian. All clothing and personal possessions will be documented on an inventory sheet and signed by the client.

The organization reserves the right, at all times to conduct whatever searches necessary of clients' living areas to ensure the safety of all staff and clients. If the presence of illegal

substances or weapons is suspected, the policy/law enforcement shall be called in to assist with the search.

The organization shall make every effort possible to ensure that clients are free from unwanted invasion of privacy.

Fire and Disaster Drills

It is the policy of With Friends that fire and disaster drills shall be held at least monthly. At the emergency shelter fire drills will be conducted at least one drill per shift per quarter. Drills shall be conducted under conditions that simulate fire emergencies. Emphasis shall be placed upon orderly evacuation rather than upon speed. All persons present in the shelter at the time of the drill are expected to participate. Special provisions shall be made for the safe evacuation of non-ambulatory clients. Fire alarm systems, where available, shall be used in conducting fire drills. It shall be the responsibility of the Executive Director or his/her designee to conduct and document all fire drills.

Client Rights

All Transitional Living Program clients shall have the following rights:

- 1) To be treated with respect, consideration, dignity and full recognition of his individuality and right to privacy.
- 2) To receive care and services which are adequate, appropriate and in compliance with relevant federal, state laws and agency policies and procedures.
- 3) To receive upon admission and during his stay, information of the services provided by the program.
- 4) To be free of mental and physical abuse, neglect and exploitation.
- 5) To be free from chemical, mechanical and physical restraint. Confrontation of clients shall occur in private or when part of a treatment component, in a structured treatment group only.
- 6) To have his personal and medical records kept confidential and not disclosed without written consent of the individual or guardian, which consent shall specify to whom the disclosure may be made, except as required by applicable state or federal statute or regulation or by third party contract. Disclosure of information shall be limited to that which is necessary to meet the emergency.
- 7) To receive a reasonable response to his requests from the Executive Director and program staff.

- 8) To send and receive mail promptly and unopened, unless the client requests that someone opens and reads mail.
- 9) To have and use his possessions where reasonable and have personal valuables secured.
- 10) To be notified when the Transitional Living Program is issued a provisional license or notice of revocation of license by the North Carolina Department of Human Resources and the basis on which the provisional license or notice of revocation of license was issued. The client's responsible family member or guardian shall also be notified.
- 11) To receive upon admission to the facility information pertaining to these rights.
- 12) To have input into the services they are receiving on a regular basis informally and formally once a year through a consumer satisfaction survey.
- 13) To express their opinions on issues concerning their care or treatment.
- 14) Clients have the right to file grievances informally through appropriate program staff or formally by following the Transitional Living Program Grievance Procedure. No client will be harassed nor will punitive action be taken in the event a client exercises this right.
- 15) To be free from coercion and influence in participating in religious activities.
- 16) To have access to family time and have telephone conversations with family members and other individuals, when not contradicted in the visitation and contact plan.
- 17) To receive care in a manner that recognizes variations in cultural values and traditions; and be free from coercion by agency staff with regard to religious and cultural decisions. Whenever practical, the wishes of the client with regard to religious and cultural participation will be ascertained and followed.
- 18) To give written permission before pictures or other means of identifying residents are used in publicity or public relations for the program; not be forced to acknowledge dependency on or gratitude to the agency and not be identified in connection with publicity for the agency which shall bring the client, or client's family embarrassment.
- 19) No client shall be directly involved in funds solicitation for the agency.
- 20) A client shall be asked to participate in any activities involving audio or visual recording and research without their voluntary signed time-limited consent and, if applicable, the client's parents, guardian or legal custodian.

Client Grievance Policy

All clients have the right to due process in filing a grievance of the y feel as though they have not received fair treatment by the staff of With Friends or if there has been mistreatment in their care and/or shelter. Clients will not be harassed nor will punitive action be taken in the event a client exercises this right. The following procedure will be followed:

- 1) Client will talk to Program Coordinator or designee about the grievance within forty (40) hours of the incident.
- 2) If the Program Coordinator or designee and client cannot resolve the grievance issue, the client must send the grievance in written form to the Executive Director; the Program Coordinator must also present the Executive Director with a written summary of his/her attempts to resolve the grievance. The Executive Director will review the grievance and investigate the issue within five (5) working days of receiving all documentation and respond to the client in writing of the decision regarding the grievance.
- 3) If the grievance relates to termination of residential services, the client may be allowed to remain within the residential program during the review period, unless such stay poses an imminent danger to the staff and/or other clients of the program. Clients in this situation shall comply with all program's rules and regulations or be subject to immediate termination. If the Executive Director concurs with the Program Coordinator's decision to terminate services, the client must leave the facility, even if he chooses to continue the grievance process outlined in step 4. Should one of the parties in step 4 or step 5 decide to override the Executive Director's decision to terminate services, the client will be reinstated to the program at the next available opening.
- 4) If the client still is not satisfied with the resolution of the grievance, his designee may submit his written grievance to the Chairman of the Board of With Friends, Inc. The Chairman will review the grievance and investigate the issues within ten (10) days of receiving all documentation and respond to the client in writing of the decision.
- 5) Should the Chairman's reply be unsatisfactory, the issue will be presented to the full Board of Directors' for final resolution. The Executive Director will carry out recommendations of the Board of Directors.
- 6) A copy of the complaint and the resolution will be maintained in the client's record.
- 7) If the client is unable to write English, he may attempt to find someone to write down the grievance for him or call the Program Coordinator to schedule an appointment and present the grievance verbally. The Program Coordinator will then put it in writing.

Resolution of Grievance: The client, who is allowed to remain in the program, will receive a written reprimand, be placed on probationary status (terms outlined in the reprimand) and be required to follow the terms and conditions in the reprimand. Program staff and participants will determine terms and conditions. Clients who do not agree to those terms will not remain in the program.

Medical and General Emergency/Crisis Situations

An emergency is any situation that needs immediate attention or assistance from outside sources such as the police, ambulance service, fire department or program staff. Contact the proper emergency assistance first (police, fire or ambulance) then program staff as soon as possible. Each youth is responsible for knowing the telephone number of the following:

- 1) Police Department Emergency line (911)
- 2) Fire Department (911)
- 3) Emergency Medical Care Unit (911)

In case of emergencies involving the house (e.g. plumbing and heating), notify a staff member immediately. Staff will notify On-call.

In the event of an emergency and/or crisis situation, the on-duty staff will follow the Emergency Procedure Policy; notify the appropriate public organization (police or ambulance) and request assistance; notify the staff on-call and the Executive Director for further instructions. If back-up staff is required, the on-duty staff will notify the on-call person to report for work. All documentation concerning emergencies and crisis situations are the responsibility of the on-duty staff, including the completing of an Incident Report Form. All documentation will appear in in an incident report and filed in the respective client(s) record.

Violation of Rules

- 1) **FIRST OFFENSE:** Clients who violate program rules will be given a written warning accompanied by a counseling session by the staff on-duty who observed the behavior.
- 2) **SECOND OFFENSE:** The second written warning shall be accompanied by an appropriate consequence by the staff on-duty who observed the behavior.
- 3) **THIRD OFFENSE:** The third written warning will be a reprimand and the client will be required to prepare a Written Plan or Contract on how to avoid getting future warnings and present it in a case conference to program staff and other service providers involved with the client's care.

- 4) **SUBSEQUENT OFFENSES:** Clients will be given a reprimand and appropriate consequence for each subsequent offense. Clients who receive three (3) written reprimands will be reviewed in a case conference (attended by all TLP staff and With Friends management) for termination from the program.

Violence or Threatening Behavior

Any client who displays any act of violence or threatening behavior will be asked to leave the transitional house for a cooling off period of time. If a client refuses to leave the premises, the police should be notified immediately. Staff will then notify the Program Coordinator or Executive Director.

If TLP staff is not on site, any client who feels threatened should notify the Program Coordinator or Executive Director immediately. If necessary, the client(s) should leave the premise and then notify staff. If staff determines it is necessary, the police will be notified immediately.

Discharge/Termination of Service

ALL DISCHARGES from the program must be **preceded by a case conference** attended by at least, program participants, the client in question, program staff and the Program Coordinator.

- 1) **Successful Completion** – The client has completed the program and is transitioning to permanent, stable housing.
- 2) **Self or Early Termination** – The client voluntarily leaves the program prior to completion or transitioning to permanent, stable housing.
- 3) **Disciplinary Discharge** – Client who engage in the behaviors listed under “Self or Early Termination” may be dismissed from the program.

Successful Completion: All youth must have a Termination/Exit Plan developed as part of their Individualized Service Plan. This plan must include housing options, safety issues, resources needed for independent living, referrals, wraparound services, follow-up, aftercare and other post TLP requirements which the youth understands and agrees to.

All youth must have a Termination Exit Interview with TLP staff within ten (10) days exiting the program. Youth must be reminded of our “OPEN DOOR” post TLP policy. Youth must be encouraged to complete a Resident Satisfaction Questionnaire.

On the day of termination, staff must ensure that the youth has transportation to their stable, permanent housing option. If the youth is unable to arrange transportation,

program staff must transport youth to his new home. Program staff may accompany youth to his new home.

Clients who complete the program or are terminated will have thirty (30) days to claim any items they have left at the transitional house. Any unclaimed property will then become the property of the program and be disposed accordingly.

Self or Early Termination

Residents can be terminated from the program at any time for failure to meet program requirements. Residents may be terminated from the program for the following reasons that are not mutually exclusive:

- 1) Repeated failure to follow the program guidelines with no attempt to work on a solution.
- 2) Continued refusal to be cooperative with program staff.
- 3) Failure to progress or meet goals over a period of time (e.g. Lack of employment or progress in educational program for four (4) to six (6) weeks).
- 4) Involvement in illegal activities (e.g. drugs, theft, assault, sexual misconduct).
- 5) The client who has received three (3) written reprimands for violation of program rules.
- 6) Clients who are involved in any criminal activity while participating in the program.
- 7) Violence against staff or other clients, including verbal threats of violence that appear to be imminent.
- 8) Possession of alcohol, illegal drugs, or drug works of any kind (pipes, rolling papers, roach clips, coke spoons, etc.).
- 9) Being under the influence of alcohol (drunk) or illegal drugs (high).
- 10) Possession of weapons of any kind.
- 11) Engaging in sexual activities with another client.
- 12) Malicious destruction of program property belonging to other clients.

Clients who choose to drop out of the program or are terminated before the planned date or individual goals being accomplished, forfeit the rights to get any household items and/or furnishings supplied by the program.

If at all possible, on-duty staff must engage the youth in a Termination Exit Interview prior to exiting the program. Youth must be reminded of our “OPEN DOOR” post TLP policy.

Youth must be given a “Bon Voyage Package” containing information about local shelters, two (2) bus tokens, and healthy snacks.

Program staff must hold youth’s bed for forty eight (48) hours in case he changes his mind about leaving the program permanently. Youth will be eligible for re-admission into the program after ninety (90) days, providing a bed is available.