



3918 Alma Ave. Knoxville, TN 37914

Welcome to Diasozo House!

We are glad that you are participating in Worthy Women Ministry's Diasozo House Supportive Housing Program and we are happy to be here to support you! This house manual will provide you with all of the information you need to know while you are staying with us. You will be asked to sign and agree to follow all of the guidelines laid out in this house manual and this book will always be located in the recreational area if you ever need to refer to a specific topic at any time.

Diasozo House is a Worthy Women Ministry faith based housing program for women in need of support. During your stay in our program you will be paired with a mentor and receive support from our faith-based women's community. Our programs will provide affordable housing for up to 24 months in our communal living home with up to three other women, sharing the kitchen and recreational living space.

We promise to do our best to provide you with supports that are meaningful and useful to help you heal and become self-sufficient. As you read through this information please do not hesitate to ask questions or provide feedback to our directors. Diasozo House is here for you and we want to be responsive to your needs. We look forward to working with you!

Sincerely,
Worthy Women Ministry Board and Directors



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Mission Statement

Worthy Women strives to provide an environment where Christ-centered relationships can flourish through vulnerability and authenticity as we encourage one another to discover our worth, identity, and purpose in Jesus Christ.

History and Programs

Worthy Women Ministry's Diasozo House was established in 2021 in partnership with FIG Solutions. Diasozo House strives to impact the local community by decreasing the percentage of women living in poverty through this strategic partnership. Currently, 41.7% of female-headed households in Tennessee live in poverty, while the national average is 33.8%. We believe that providing safe and affordable housing for women in correlation with gospel-based programs, community, and mentorship that promotes healing from the emotional effects of poverty and life skills necessary to become self-sufficient is a critical step to decreasing the rate of female poverty in Tennessee.

Data resources:

- <https://datausa.io/profile/geo/knoxville-tn>
- <https://www.sycamoreinstitutetn.org/2019-household-income-poverty/>
- <https://nwlc.org/state/tennessee/#:~:text=Poverty,in%20Tennessee%20live%20in%20poverty.>



Christ-centered Values

1. We believe that we can do nothing without Christ.

John 15:5 I am the vine, you are the branches; the one who remains in Me, and I in him bears much fruit, for apart from Me you can do nothing.

2. We believe in accepting each other as servants to our Heavenly Father without judgment.

Romans 14:1-4 Accept the one whose faith is weak, without quarreling over disputable matters. 2: One person's faith allows them to eat anything, but another, whose faith is weak, eats only vegetables. 3: The one who eats everything must not treat with contempt the one who does not, and the one who does not eat everything must not judge the one who does, for God has accepted them. 4: Who are you to judge someone else's servant? To their own master, servants stand or fall. And they will stand, for the Lord is able to make them stand.

3. We believe that community is vital to our spiritual and personal growth.

Hebrews 10:24-25 And let us consider how we may spur one another on toward love and good deeds, 25 not giving up meeting together, as some are in the habit of doing, but encouraging one another—and all the more as you see the Day approaching.

4. We believe that women are called to help other women grow.

Titus 2:3-5 Likewise, teach the older women to be reverent in the way they live, not to be slanderers or addicted to much wine, but to teach what is good. 4: Then they can urge the younger women to love their husbands and children, 5: to be self-controlled and pure, to be busy at home, to be kind, and to be subject to their husbands, so that no one will malign the word of God.



Diasozo House Overview

The Diasozo House provides safe housing and supportive services to women experiencing financial crises and homelessness.

We aim to assist women with their personal, economic, and housing goals by offering affordable communal housing while assisting women to secure and maintain stable and safe housing on their own. We offer advocacy, emotional support, referrals for practical resources such as mentorship, assistance gaining economic stability through education, employment, and/or applying for public assistance. We honor each individual's process and timeline and are available to assist, not to lead. We will provide a variety of resources and support depending on each woman's situation and goals.

During your stay at Diasozo House you will be required to work with a mentor and set goals for yourself in order to heal from the effects of poverty and become self-sufficient. During your first week you will be required to participate in the following planning sessions:

- An intake, helping us to get to know you and your needs better and signing the house manual.
- A case-plan that will help us determine together what activities you may be required to participate in.
- A mentoring session, where you will be paired with a mentor to help you walk through your personal goals as you work towards self-sufficiency.



Participant's Rights:

You have a right to expect:

- Your advocate, all staff, and program volunteers will treat you with respect and dignity.
- All staff to listen to what you tell us and carefully consider positive and constructive feedback.
- Staff and volunteers to do our best to help you stay safe during your time in and following Diasozo House.
- Your privacy and confidentiality will be thoroughly protected. Information you share with staff will not be repeated or otherwise shared without your explicit permission.
 - *With limited exceptions, such as when compelled by an official court order or state law. These exceptions will be fully explained to you and the program will always act to protect your information to the greatest extent possible.*
- Outside of the requirements in your case plan, you have complete decision-making power over what assistance you access, and the timeline in which you access supports.
- Residents have access to review and make copies of the following case file information:
 - a) Financial Records
 - b) Case Plans

Please submit a file review request form House Manager if you would like copies of the above information or if there is additional file information you would like to request be released to you



Diasozo Housing Guidelines:

We do not believe our purpose is to monitor your daily living routines, judge your personal decisions, or play referee between participants. However, we ask that you respectfully follow the below guidelines, in order to protect the privacy and safety of other program participants and the legal obligations of the program.

Please feel comfortable to provide any feedback you might have about these guidelines as we strive to continuously improve the program.

- **Confidentiality Policy** - Because of the nature of this work, it is essential that safety and confidentiality be a priority. To this end, we ask that all participants sign and uphold the Diasozo House policy, which will be given to you separately, which asks that you not disclose information about anyone participating in the program.
- **Meeting with your advocate/mentor** - in order for us to provide the support that suits you as an individual we need to have a sense of how things are going, what is working and what isn't. For this reason, we ask that you maintain regular contact with your mentor. Within the first week of entering the program, your mentor will work with you to set up a mutually agreed-upon schedule for keeping in touch. These meetings may be weekly, but can be as often as needed and may be in person or over the video call as agreed upon. The check-in meetings can take place anywhere you both feel safe and comfortable - the office, a coffee shop, the grocery store, etc. You are also free to change the schedule as your needs change, with appropriate advance notice.



- **Rent** - Each woman participating in the Diasozo House program will be required to pay \$150 weekly (*\$600 monthly*). Payments are due to staff by 5:00pm every Friday. That payment covers your part of the rent, utilities, and internet. The kitchen and food will be a shared cost between each participant in the house, with support of donations. Missing your rent payment will terminate you from our program.
- **Room Appearance and Communal Living Cleanliness** - Each participant is required to keep a neat and clean living space as well as work together to keep the communal spaces clean. Each resident will be given a weekly chore list and follow staff's request during weekly cleaning inspections.
- **Program Assistance Agreement** - The Diasozo House Program may be able to assist you financially by paying a portion of your rent for up to 2 weeks when funds are available. You will be asked to sign a separate Program Assistance Agreement that will be given to you. This agreement outlines what the Diasozo House Program is going to provide in terms of financial assistance and what portion you will be responsible for.
- **Smoking** - Smoking is not permitted in the home. There are designated smoking locations for residents in the backyard. If waste is not disposed of properly, smoking rights may be revoked. It is important to keep our property clean.
- **Random Drug Screening** - Diasozo House is a drug and alcohol free environment and has a no-tolerance policy for anyone participating in our program actively using drugs or alcohol. In order to protect all of the women in the house, some which may be working to regain custody of their children, each participant will be required to submit to random drug screenings. The use of drugs or alcohol while participating in this program will be grounds for immediate removal from the Diasozo House



Safety Guidelines:

Because everyone in the Diasozo House are women who have experienced some type of crises, regardless of its nature - safety is our foremost priority. We ask that you help us maintain the safest environment possible. Below are some guidelines we ask you to follow, as well as suggested safety procedures that can be used in addition to your safety plan and adapted to your individual needs and lifestyle.

- **Visitor Policy** - Diasozo House is a safe home for women that are trying to work towards self-sufficiency. All visitors will need to be pre-approved by a Director and personal information such as a photo-copy of the visitors ID and a background check will be required. **Men will not be approved to enter or visit the home.** The only men that will be allowed on the premises will be volunteers that maintain the property and will only visit the house when accompanied by a Director. All residents will be given a 24-hr notice in these circumstances.
- **Prescribed Medications Policy** - We understand that women residing at Diasozo House may be prescribed medications by a doctor or therapist. In order to protect everyone in the home, we will require that a list of all medications are kept in your personal file at all times. We expect every resident to keep their medications in their rooms locked in a box. If we catch residents sharing medications, that will be grounds for immediate termination from our program and will be expected to follow emergency dismissal requirements with three days to leave the home.
- **Diasozo House Monitoring** - In order to protect the women staying in our program, there will be surveillance cameras inside the recreational spaces (hallway, livingroom, kitchen, laundry room, and dining room) and outside of the home (Front door and back yard). Directors will be in and out of the home and are not required to provide residents with any notice. If a Director feels necessary to search the premises at any time, they are permitted to do so and all participants will be required to participate willingly.



- **Other Safety Suggestions ~**

- Consider where your car is parked as a part of the Diasozo House safety plan. For example, a well-lit lot near the house versus down the street parking.
- Let an advocate know if you would like any additional locks or security devices for the Diasozo House.
- If you see any stranger on the property or any suspicious behavior, please call the office at 865-314-9951. If it is an emergency dial 911.
- Make sure you are aware of all exits in the home, and devise a plan with escape routes, in the event of a fire or other emergency.
- Please remember to use house-related precautions for your safety. Feel free to speak with staff for tips on adjusting to your new community, or navigating a new type of building.

Termination:

Our goal is to support you as you obtain stable, safe housing. We will do our best to accommodate your needs while in Diasozo House, and help ensure a positive experience. We will always attempt to work out a solution rather than immediately dismissing you. Unfortunately, however, there are some situations in which we may need to ask you to leave our program. Our policy is to make these determinations on a case by case basis, and take into account your particular life circumstances. There is no set number of issues or 'warnings' that constitute automatic dismissal, but in order to prevent being terminated, please follow these guidelines:

- **Violence/Threatening Behavior** - We are committed to doing our best to create a safe, violence-free environment for participants and staff. We need your help to do this and therefore require that you refrain from verbally, physically or emotionally threatening, abusing yourself or other participants, staff or volunteers. A list of behaviors that will not be tolerated includes (but is not limited to): *hitting; kicking; punching; slapping; name-calling; threats; excessive use of profanity; intimidating behaviors; and homophobic, racist or sexist language, comments, or insults.*



**** If you have a supervised visit with your children while staying at Diasozo House, please understand that some staff may be mandated reporters. This means that the law may require us to report situations in which we feel your children are in danger or are being abused or neglected, to the Department of Children Services. This department is charged with investigating reported incidents of child abuse and neglect, and will work with you (and us) to help your children stay safe. Whenever possible we will notify you when we need to make a report, and will ask you to participate in this process or make the report yourself. If you have any questions about this policy or procedure, we are happy to talk with you.**

- **Visitors** ~ We do not allow visitors to enter the Diasozo House without signed consent. Visitors may be asked to pass a background check and provide a photocopy of their I.D. **Because we are a safe place for women, we will not permit any male visits or any overnight stays on our property for any reason. If at any time you break this rule we will ask you to leave our program immediately.**
- **Illegal Activity** ~ **We have a no tolerance policy for any drug or alcohol use on our property. Participation in any illegal activity will result in immediate termination.** Refrain from engaging in illegal behaviors while participating in this program. Illegal behaviors include (but are not limited to): prostitution; illegal drug manufacturing, use or sales; child pornography; and illegal storage or use of firearms.
- **Contraband** ~ Contraband includes materials that are prohibited by law, or regulation, or material (s) that can reasonably be expected to cause physical injury or adversely affect the security, safety, or good order of the facility. Staff shall consider as hard contraband any item which poses a serious threat to the security of the facility and which ordinarily is not approved for possession by a client or for admission into the facility. Examples of contraband include, but are not limited to the following:

1. Weapons.



2. Drugs and drug paraphernalia.
3. Ammunition or explosives.
4. Combustible or flammable liquid.
5. Hazardous or poisonous chemicals or gases.
6. Medications not in their original container or clearly identifiable.
7. Any electrical/ electronic device not in good repair that is deemed to present a safety hazard.
8. The property of another person.
9. Lock picks.
10. Agency property not specifically issued to the client.
11. Gang paraphernalia.
12. Coded communications.
13. Any paraphernalia with drug/ alcohol symbols, pictures, wordings, referring to drug/ alcohol.
14. Tattooing supplies, (needles, ink ,etc.).
15. Staff may consider as nuisance contraband any item other than hard contraband which has never been authorized, or which may be or which previously has been authorized for possession by a client, but whose possession is prohibited when its condition or excessive quantities of it present a health, fire, or housekeeping hazard. Examples of nuisance contraband include excessive clothing, cosmetics, shoes, etc. that cannot be stored neatly and safely in the designated area.



If you do knowingly engage in the behaviors described in this section, we reserve the right to terminate your participation. Again, we hope this will not occur and commit to working with you to prevent it. If the dismissal is necessary, the procedure for termination is as follows:

- If a safety concern or imminent danger exists, you will be given three days maximum from the date of termination to exit the program.
- In the absence of a safety concern, we will address the grievance report with you in a counseling meeting with the Executive Director and mentor/advocate addressing the issue. We will discuss with you how to correct your behavior and discuss if the issue will be permitted a second chance in order to allow you to correct the reported behavior. If the problem persists, you will be asked to leave the Diasozo House and will be given a week to leave.



Grievance Procedure:

We recognize that in any environment in which people interact regularly, conflicts, complaints, and concerns may arise. These issues may be between individuals, with staff, or regarding specific policies or rules. This grievance procedure is in place to ensure you have a process to formally log your complaint or concern, be heard, and have an opportunity for resolution. You have the right to begin the Grievance Procedure if you believe that any Diasozo House policy has been unfairly applied to you, if you have an issue with another resident in the home, you are concerned about safety, or you have been mistreated by anyone professionally associated with the organization.

- Complete a Grievance Policy form and submit it in the dropbox located outside the office door. *(Blank forms will always be available in the house manual book located in the recreational area)*
- The Executive Director will check the box within 48 hrs. To review the reported issue or incident.
- The report will then be reviewed by your advocate and a date will be discussed to have a meeting with you.
- The resolution will be verbally communicated to the resident and any other parties involved with the report and the document will be kept on file.



Signatures

We appreciate you signing (or verbally dictating your signature) our house manual to indicate you understand the program guidelines, and what you can expect the program to provide. You will receive a copy of this packet, with signatures from you and your advocate, within 1 day (24 hours) of entering the program. Please let us know if there is any other information you need or feedback you'd like to give us. We are available to assist you in any way we can.

I, _____ agree to comply with all of the rules and guidelines listed in the Diasozo House Manual. If I do not comply with the rules listed in the manual, I understand that this program has the right to ask me to leave at any time and I will be given a week to leave this home if asked to do so. If I am verbally or physically abusive, it will be considered an emergency dismissal and I will only be given 3 days to leave the home.

Date: _____

Participant printed name: _____

Participant signature: _____

Date: _____

Staff printed name: _____

Staff signature: _____