**B.R.I.D.G.E. To Home (B2H) 72-Hour Post-Move-In Orientation Protocol**

**Overview:**

This 72-hour orientation period is a structured engagement window designed to support newly placed tenants, ensure landlords are informed and confident, and establish early communication among all involved parties. It serves as a critical tool for stabilization and prevention of early tenancy failure.

**Day 1: Tenant Orientation and Initial Unit Onboarding**

**Objectives:**

* Welcome the tenant and promote comfort and familiarity with their new housing.
* Review all legal, behavioral, and programmatic expectations.
* Identify and respond to any urgent unmet needs (e.g., hygiene, safety, food).

**Key Activities:**

1. **Unit Walkthrough & Orientation**
   * Review location of key household features (appliances, locks, mailboxes, trash disposal).
   * Demonstrate thermostat, plumbing, lighting, and other basic operations.
   * Explain how to report maintenance issues or building concerns.
2. **Review of Lease Agreement**
   * Go over lease terms including rent amount (if applicable), due dates, utility responsibilities, guest policies, quiet hours, and prohibited behavior.
   * Highlight consequences of lease violations and tenant rights under fair housing law.
   * Provide key and a hard copy of the lease and collect signature on acknowledgment form/lease rider, is recommended.
3. **B2H Program Orientation**
   * Discuss expectations around case management participation, ongoing assessments, required meetings, and adherence to the Individualized Service Plan (ISP).
   * Explain the role of the case manager and support team, including crisis response options.
   * Reinforce tenant responsibilities within a supportive housing model.
4. **Crisis Protocol Review**
   * Provide a written copy of the emergency response protocol.
   * Discuss how and when to use the 24/7 support hotline.
     + Example scenarios: mental health episodes, physical altercations, property damage, suicidal ideation, etc.
   * Clarify who responds to various situations (case manager, TASC staff, emergency services).
5. **Delivery of Move-In Kit**
   * Confirm delivery of essential household items (see next section for standard list).
   * Inventory all items and review usage instructions as needed.
   * Ask about additional immediate needs and document follow-up requests.

**Day 2: Landlord Orientation and Communication Planning**

**Objectives:**

* Provide the landlord with program expectations and tools.
* Establish clear communication channels and escalation procedures.
* Reinforce the collaborative model to reduce conflict and improve outcomes.

**Key Activities:**

1. **Program Overview**
   * Explain TASC’s role in coordination and monitoring.
   * Emphasize shared responsibility for the success of each placement.
   * Provide a copy of the Landlord Orientation Packet.
2. **Incentives and Payment Processes**
   * Review the full menu of landlord incentives:
     + Vacancy payments
     + Unit holding fees
     + Damage repair stipends
     + Quarterly rent advances (if applicable)
   * Provide details on documentation required for incentive eligibility.
   * Explain payment schedule and processing timeline.
3. **Reporting and Incident Response**
   * Introduce the Lease Violation/Incident Report Form.
   * Discuss what constitutes a lease violation vs. a mental health incident.
   * Provide contact information for the assigned case manager and back-up contacts.
   * Review procedures for requesting emergency intervention or wellness checks.
4. **Compliance Reminders**
   * Remind landlords that:
     + They are required to participate in orientations.
     + They must submit documentation within program timelines.
     + Any discriminatory behavior or illegal eviction practices will result in removal from the program.

**Day 3: Joint Meeting Between Tenant, Landlord, and Case Manager**

**Objectives:**

* Establish early rapport between tenant and landlord.
* Address concerns or misunderstandings before they escalate.
* Personalize communication and reinforce support infrastructure.

**Key Activities:**

1. **Mediation & Communication Planning**
   * Discuss how each party prefers to communicate (email, phone, text).
   * Define boundaries: when and how the landlord may contact the tenant directly.
   * Identify landlord concerns (e.g., noise, maintenance delays, visitors).
   * Document any requested accommodations or support plans.
2. **Shared Expectations Discussion**
   * Tenant shares goals and needs for a successful transition.
   * Landlord shares expectations for respectful tenancy.
   * Case manager discusses stabilization support, including check-in frequency and conflict resolution strategies.
3. **Documentation & Completion**
   * Finalize and sign:
     + Orientation Completion Form (if applicable)
     + Updated Individualized Service Plan (if applicable)
     + Contact authorization and release forms

**Contents of the Standard Move-In Kit**

This kit ensures that tenants have the basic supplies to settle in safely and hygienically.

| **Category** | **Items Included** |
| --- | --- |
| **Bedding** | Twin/full sheet set, pillow, blanket, mattress cover |
| **Kitchen** | Set of plates, bowls, utensils, cups, frying pan, pot, can opener, dish soap |
| **Cleaning** | All-purpose cleaner, broom/dustpan, mop, toilet brush, trash bags |
| **Hygiene** | Towels, washcloths, toothbrush, toothpaste, deodorant, soap, shampoo |
| **First Aid** | Band-aids, alcohol pads, basic OTC meds (aspirin, allergy relief, etc.) |
| **Miscellaneous** | Notebook, pen, calendar, light bulbs, batteries, flashlight |
| **Food (optional)** | 3-day shelf-stable emergency food supply (soups, pasta, protein bars) |

**Final Notes**

* The 72-hour orientation is mandatory for all placements.
* Orientation must be logged in the ECR system and signed by all parties (if applicable).
* Exceptions must be documented and approved by a supervisor.