



Helping Hands Serenity Homes

Bilingual Homes - Frequently Asked Questions

Q. How do I become a Helping Hands Serenity Homes shelter home parent?

A. To be considered as a Helping Hands Serenity Homes shelter home parent, you must meet the eligibility criteria. The application process involves background checks, scheduled visits to your home, and trainings. Also during the application process staff members must gather paperwork, interview all the family members, inspect the home for safety, and fully explain the responsibilities of being a shelter home parent. It takes total commitment on the part of the entire family. Our careful screening process helps you to determine whether this is right for you. This is a selective process and not all applicants become Helping Hands Serenity Homes shelter home parents.

Q. What qualities should I possess to become a shelter home parent?

A. Our most successful shelter home parents are open-minded, dependable, honest, patient, culturally sensitive, and willing to learn new parenting styles for children with different needs. Having a flexible schedule, being tolerant of change, and demonstrating the ability to follow our guidelines are all important qualities for success. Being able to accept the temporary nature of being a shelter home parent will better prepare you for the transitions that will occur. If you are a creative problem solver, a good listener, and have a sense of humor, you will develop strong connections to our youth.

Q. Do I need any training or a license to be a shelter home parent?

A. Yes, you will be required to be licensed, and we will provide everything you will need including orientation to the program, ongoing trainings, regular in-person support, 24-hour on-call support availability and other tools to help you learn and develop your skills along the way.

Q. How long will a child stay in my home?

A. Children will stay approximately 30 days with their shelter care parents.

Q. Where will the child I provide care for come from?

A. Children are placed through the Office of Refugee Resettlement.

Q. What kind of kids will you place in my home?

A. The Helping Hands Serenity Homes program places children age 0-17 in shelter homes. Some children suffered severe trauma, some have never been required to follow rules, some have built walls around themselves to keep out the hurt, and some have lost their beloved homes and families. Most will be connected with additional supports while in your care. It won't be easy to help a child who has known such pain, but we will train you extensively on how to handle the specific needs of each child. We do serve pregnant and parenting teens, and as a caregiver you can play a key role in breaking the cycle of abuse and neglect by teaching positive parenting skills.

Q. Will I get to meet the child before he or she is placed in my home?

A. No. The children in our International Shelter Home program are in urgent need of a safe and caring home so unfortunately you won't be able to meet the until they arrive at your home.

Q. Do you offer financial compensation?

A. Yes. Helping Hands Serenity Homes provides compensation to cover all the needs of the youth, including but not limited to: food, clothing, shelter, transportation, recreation, and allowance. Based on IRS laws it should not be considered income. There is no minimum income requirement to become a shelter home parent. However, your income must be earned and should be sufficient to meet the financial needs of your family.

Q. Do I need to provide a child with his/her own bedroom?

A. In some cases, yes. Our children can only share a bedroom with other children in the Helping Hands Serenity Homes program. Children must be the same sex. So if you are providing care for two females through our program they can share a bedroom. Otherwise, they must be provided their own private bedroom.

Q. What kind of help and support will I get?

A. Helping Hands Serenity Homes maintains frequent, consistent contact. You will have weekly in-home visits with your case manager. During those visits, you will discuss the youth's progress in the home and address any concerning behaviors. We have a therapist on staff for youth who need individual therapy. For emergencies, we are available 24/7 to support and guide you. Life skills are taught to the youth in a group setting monthly. Staff also provide regular trainings to the shelter home parents.

Q. What if I'm overwhelmed or I can't handle a child's problem.

A. With ongoing open communication, we hope it does not get to this point. So that you don't get overwhelmed we provide ongoing training and 1:1 support to address any areas of need you may have.

Q. What forms of discipline am I allowed to enforce?

A. Your current parenting style will determine how much of an adjustment you will need to make to follow our guidelines. Our policies and guidelines are designed to protect both you and the child. We only allow appropriate, non-physical methods of discipline such as removing privileges, giving timeouts, using rewards, and encouragement and praise for good behavior. Some of our discipline rules include:

- No physical punishment
- No withholding meals, clothing or shelter
- No verbal abuse or name-calling
- No threats to have a child removed
- No physically strenuous work or exercise solely for punishment
- No allowing other children to punish the shelter care child

If staff discover any of these methods are being used, the shelter home family will be re-evaluated as a member of our team.

Q. Can my family and friends visit my home when a child is placed there?

A. Yes, Helping Hands Serenity Homes encourages you to make your friends and family aware of your decision to become a shelter home parent and respects the privacy of the child/children placed. We require all frequent visitors complete background checks and the fingerprinting process for the protection of the children and your family.

Q. Can I maintain a career while having a child in placement?

A. Yes, most of our shelter home parents work, however, a parent must be at home at all times when a child is at home. Like your own children, you will be responsible for attending teacher conferences, medical appointments, and transporting the children to recreational activities.

Q. Does the child need to be enrolled in school?

A. As an international youth enrolled in the program there are two schooling options. Children can be brought to the Juntos Success Center for education or can choose to be home schooled by their shelter home parent. Home Schooling will be monitored through your weekly meetings with your case manager.