



Home Supplies Guidance

The following are service practices related to providing home supplies as recommended by EMM. This guidance not only ensures compliance with the Cooperative Agreement (CA) but supports high-quality resettlement service standards.

1. The EMM-recommended Home Supply List documents the minimum items required by the CA per case. When completing the form, please list the specific quantities provided, as check marks or “enough” are not acceptable responses.
2. The Home Supply List includes the list of items required by the CA to be provided, *at a minimum*, to each case or household unit. Affiliates have the option to provide additional necessary items for the home through community support or through R&P funds, as needed. Examples can include safety items for small children, shower curtains, vacuums, and culturally appropriate cooking tools. The provision of all items should be documented in the financial section of the case file.
3. Affiliate sites can develop their own local R&P Home Supply List as long as the minimum required items, as outlined in the CA and on the EMM recommended form, are included on that new local form. Some sites have created their own Home Supply Lists as they have added items to the list or developed standard donation values for items. Some affiliates have developed Excel-based Home Supply Lists to calculate purchase and donation values more efficiently.
4. When all home supplies cannot be provided upon arrival due to a client’s temporary housing situation (for example, a client staying in a hotel room that does not have a couch), this should be thoroughly case noted. For all clients, the following items must be provided: beds, bath towels, toiletries, and baby items.
5. There must be adequate storage space for clothing in each bedroom (i.e. a set of drawers, shelves, or other appropriate storage for clothing). A single shelf in a closet does not meet the CA requirement for appropriate storage per bedroom, and only a closet system with multiple shelves sufficient to replace a dresser can meet this requirement.
6. Clients should not use garbage bags for storing clothes. Affiliates should provide clothes hangers to encourage the use of closet storage. Some clients may require an orientation on clothing storage and housekeeping skills.
7. Box springs are not required when a bed frame that does not require a box spring is used.
8. Only married couples and young children of the same gender may be expected to share beds. Other family members may share beds if they request such an arrangement; however, affiliates are still responsible for providing an appropriate number of beds for all family members upon arrival.



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9. Folding tables or card tables are not considered appropriate as kitchen tables.
10. The lamp provided for a room should provide adequate lighting for the size of the room and its purpose. For example, a small desk lamp would not be considered adequate for a living room or kitchen.
11. Any cleaning supplies that contain harmful chemicals should be stored in a space that is not accessible to children.
12. Compact florescent light bulbs are often used in place of traditional bulbs to save energy. As these bulbs contain small amounts of toxic substances, staff should provide a safety orientation on proper handling, disposal, and clean up of these bulbs when broken. To learn more about florescent bulb safety, review US Environmental Protection Agency information: <http://www.epa.gov/osw/hazard/wastetypes/universal/lamps/>
13. A phone can serve the purpose of an alarm clock.
14. Additional items should be provided based on family size and composition. For example, single clients should receive more than one plate, bowl, and set of silverware as they should practically be able to host guests. Large families should receive extra cookware so that they can effectively prepare meals for all family members.
15. The required additional days' worth of food supplies and staples should be calculated for the case or household unit size and the choice of items should reflect the ethnicity of the clients. Basic food supplies can include:
 - breads and cereals;
 - fruits and vegetables;
 - meats, fish and poultry;
 - dairy products (such as eggs, butter, and milk);
 - baby food and formula (if needed); and
 - cooking staples such as flour, rice, and cooking oil

Some affiliates have developed standard shopping lists by ethnicity to ensure case management staff or co-sponsors consistently provide culturally appropriate food supplies. One example:

Congolese Shopping List

- Milk
- Eggs
- Orange Juice
- Salt (large)
- Pepper
- Flour
- Sugar
- Corn Meal
- Cooking Oil
- Tomatoes (puree)
- Tomatoes (stewed)
- Beans (Red & Pinto)



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- Powdered Milk
- Black tea bags (loose if available)
- Cookies
- Crackers
- Rice
- Apple Juice
- Peanut butter
- Jelly
- Cabbage
- Collard greens
- Apples
- Oranges
- Bananas
- Onions
- Potatoes
- Carrots
- Peppers (bell)
- Tomatoes
- Bread
- Beef
- Chicken (legs and thighs)
- Fish (whole)

Affiliates are encouraged to create their own culturally appropriate shopping list for different ethnic clienteles as needed or request HQ to provide shared resources.

16. When separate cases (such as singles) are living together, some required items will be shared in the apartment (for example, a kitchen table and couch). However, if one of the cases chooses to move out during the 90-day period, the affiliate is responsible for ensuring each client has all of the required CA items after the move.
17. Affiliates must provide clients with all required items for each household in which clients live during the R&P Program period. For example, if a client moves within the program period, has evolving needs, or required items are damaged, affiliates should replace or provide items as necessary.
18. Car seats must be provided for children when they are required by local laws. All children under the age of eight years old must be provided with an age- and size-appropriate car seat or booster seat.
19. Culturally appropriate Home Supply List item substitutions:
 - a. Replacements must only be provided upon the client's request. When an equivalent is provided to a case, the **Home Supply Substitution Form** must be completed, signed by the client, and included in the case file. Case notes should also note the substitution provided.
 - b. If a client refuses a CA-required item due to cultural preference, the affiliate may provide a culturally-appropriate equivalent in substitution.
 - c. The equivalent provided should serve the same purpose as the required item.
 - d. Substitutions are not intended to replace used items with new items or economical items with high-end items, but should be items of similar value.
 - e. A client cannot outright refuse an item; a substitution must be provided.
 - f. Some examples of replacements include floor mats for beds, floor cushions for couches, or a rug for a kitchen table and chairs. Substitutions that are not allowable include a new couch replacing a used couch, a TV replacing a kitchen table and chairs, or simply not providing beds and not providing any alternative.
 - g. When a substitution is provided, mark "Substituted" under "Quantity" on the Home Supply List for that item.