

## Phase 5: Sustainability

Residents continue to stabilize their lives by reunifying with loved ones, moving into permanent housing, continuing their education, acquiring gainful employment and building a support network. You will also be introduced to the *Circles of Support* initiative to assist you in building your support network with ENR staff and community resources. **You and ENR will then continue to work together to sustain the stability and independence you have achieved through the 5 Phase Program.**

## Groups and Activities

Each of the five phases consists of 1:1 coaching sessions, group meetings, workshops and outside activities that help you to build the resources that will lead to and help sustain self-sufficiency. These resources are referred to as Quality of Life Indicators.

### *How do I become a part of the community at Emma Norton Residence?*

#### Intake Process:

1. Ramsey County personnel send a fax of the client referral to ENR.
2. Upon receipt of referral, applicants are placed on the referral list. Applicants on the list are then check for eligibility for an interview.  
Please note: former residents with an outstanding balance from prior stay or with a recommendation not to readmit on file are ineligible for an interview.
3. Eligible referrals will be placed on the intake list and contacted to schedule an interview. A negative UA is required prior to interview with ENR staff. Decisions to approve admission are made weekly.
4. The applicant and case manager will be informed upon approval to be placed on the waiting list. Applicants on the waiting list are approved to move in upon bed availability.
5. When a bed becomes available, the applicant will be contacted to schedule a move-in date.

*Begin your journey of change at Emma Norton Services*



partners along the journey  
of change

## Introductory Overview for Potential Residents

### EMMA NORTON RESIDENCE

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We are pleased that you are considering joining the community at Emma Norton Residence. This pamphlet is meant to give you an overview of our facility to help you decide if our program is a good fit for your future goals. We are ready to answer any questions you may have.

To participate in the Emma Norton Residence program, you must first obtain a referral from a Ramsey County mental health or chemical dependency case manager.

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670 N Robert Street • St Paul, MN 55101  
(651) 224-1329 • [www.emmanorton.org](http://www.emmanorton.org)

## Philosophy & Program Overview

Emma Norton Residence (ENR) seeks to provide a safe and mutually respectful environment where women can discover their natural power and problem-solving abilities and then learn to use them to increase the resources of their choosing.

Emma Norton Services (ENS) focuses on these 13 resources: **knowledge of hidden rules of class, financial, emotional, mental, spiritual, physical, support systems, relationships/role models, integrity and trust, motivation and persistence, and formal register.**

In addition to these services, ENS hosts events and celebrations, such as crafts, monthly birthday parties and movie nights that provide positive social opportunities for residents.

### ENS 5 Phase Program

Integrated with thorough case management services, ENR provides a comprehensive *5 Phase Program* designed to address the challenges of mental health and chemical dependency as well as the multifaceted array of issues that work together to cycle people in poverty. The goal of the program is to create a safe space where residents can gather new information and reflect on how to best use it, create a future story and gain support as she works on her goals. This program also includes the nationally-recognized *Getting Ahead* training and the innovative *Circles of Support* initiative that will provide a built-in social network to support residents once they move out into the community.

**At ENR, residents are active participants in their own program plan.** We want to meet you where you are in life now and assist in planning your journey of change to get where you want to be. We will work together to create a personalized plan of services tailored to your needs. Using the very same case management software our staff uses, you will input and track your own progress towards the goals you've chosen.

The five phases of the program are: **Stabilization, Contemplation, Commitment, Execution and Sustainability**

### Phase 1: Stabilization

Potential residents are introduced to ENR through the Ramsey County referral process and then ENR intake interview and review. Once accepted, residents are integrated into the residence through an orientation program and the assignment of a 'buddy. You are introduced to the *Foundations for Living Workshops* (FLW) focusing on the 13 essential resource areas required to transition from treatment programs or homelessness to a place of long-term physical, mental and emotional stabilization. Groups may include psycho-social education, behavioral therapy, living skills, chemical dependency or mental health based upon individual needs.

### Phase 2: Contemplation

Residents who wish to be are introduced to the first six modules of the *Getting Ahead* curriculum in addition to maintaining their progress in the FLW program. *Getting Ahead* guides you through the exploration of how social classes affects people and how to use the hidden rules of class to build financial, emotional, social and other resources. In this phase, you are able to think through (contemplate) not only how the social forces of poverty have affected your life, but also how you can increase your resources.

### Phase 3: Commitment

Some residents may choose to complete the last eight modules of the *Getting Ahead* curriculum. These modules focus on the continued building of resources, the development of an individual game plan to achieve success with goals, action plans and support designed to maintain your commitment and progress on your path towards your future story. For others, it may be classes to achieve and maintain stability with a commitment to a healthy and thriving lifestyle.

### Phase 4: Execution

Residents become more engaged in the community by becoming group leaders and mentors for new ENR residents, doing motivational speaking to faith based and community organizations, engaging with our Board of Directors, enrolling in vocational and/or college programs and actively searching for employment. ENR staff provides support and encouragement in the execution of your plan for success.