



# Day Shelter Pilot Prospectus

## Introduction

The Nevada County Board of Supervisors has set a priority to *“Explore strategies and funding options to improve and expand emergency shelters, particularly to move toward 24/7 program operations.”*

Nevada County asked Connecting Point to consider taking on the lead agency role for a daytime shelter to serve people experiencing homelessness in Western Nevada County. County staff has expressed a desire to present a plan to the Board of Supervisors in January. Implementation is planned for July 2018.

This document provides an overview of Connecting Point’s proposed approach, including our vision for the daytime shelter, our service philosophy, our assumptions moving forward, the various components of providing a daytime shelter (including site requirements, staffing requirements, and proposed onsite services), as well as questions, concerns, and roles. The proposal is based on staff research into best practices, including visits to existing day shelters. Ongoing exploration is needed and will likely result in revisions to this proposal.

## Overview

### VISION

A place where people experiencing homelessness can feel safe, have their basic needs met, and connect to services that support their transition into permanent housing.

### PHILOSOPHY

As the lead agency, Connecting Point will bring the organization’s values and approach to service delivery to the daytime shelter project. This includes:

- A person-centered approach
  - Driven by the goals and preferences of the people we serve
  - Belief that everyone is strong, resourceful, and has something to offer
  - All people are valuable and should be treated with respect
- Attendance is voluntary and all are welcome
  - Attendance is not required to receive services from the County or other organizations
  - Come as you are (low barrier)
    - as requested by county staff
- Recognizing the value of structure
  - Belief that people thrive with structure (in scheduling, programming, and goal-setting)
- An expectation of progress
  - Participation in the shelter is a step in a transition to permanent housing
- Accountability
  - Participants will be expected to set goals, identify steps, and be accountable for their progress
  - Consequences for violation of rules, inappropriate behavior, or misuse of space



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- Incentives for those meeting goals, assisting with shelter operations, etc.
- Potential for enrichment
  - The shelter will offer opportunities for participants to learn and grow
- Collaboration is essential
  - Working with partners will add value to the project
  - Collaboration takes time and patience and is messy

### ROLES

The following roles are defined for the County of Nevada as the funder and Connecting Point as the lead agency:

#### County of Nevada

- Secures adequate ongoing funding for the project
- Assists with site permitting requirements
- Assists with coordination/alignment of existing county services to provide streamlined access for participants (onsite services)

#### Connecting Point

- Operates site (including site selection, oversight, staffing, security, and janitorial)
- Contracts with outside organizations to provide services
- Coordinates all programs and services
- Acts as liaison with community partners and stakeholders
- Handles all external communications (branding, media, etc.)

### ASSUMPTIONS

In the role of lead agency, Connecting Point makes the following assumptions:

- Nevada County will provide adequate, continued funding for the project
- Connecting Point has the authority to impose structure in programs, at the site, and, in consultation with the County, who is served, and how services are delivered
- Adjustments to services can be made as we learn more about the needs of the participants and the community
- All participants will have an assigned caseworker and will be required to meet with them regularly

## Shelter Elements

### HOURS OF OPERATION



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The site will operate Monday through Friday from 7:00 am to 4:00 pm. Weekend hours may be added after the first year of operation.

### TARGET POPULATION

The daytime shelter will be designed to serve the following:

- Hospitality House guests
- Campers
  - People ineligible and/or not served by Hospitality House and are sleeping outside

### STAFFING

Connecting Point will employ all dedicated shelter staff. The following positions will be required to maintain the safety, security, and cleanliness of the site and to coordinate programming.

- Site Manager (1.0 FTE)- Responsible for day-to-day operations of the center
- Navigator/Trainer (1.0 FTE)- Assists participants in navigating systems and connecting to services; conducts group trainings (employment skills, budgeting, smoking cessation, etc.)
- Janitor/Driver (1.0 FTE)- Keeps site clean and hygienic; drives participants to appointments
- Security Guard (1.0 FTE)- Maintains a safe environment for staff, partners, and participants
  - (This position also goes a long way toward creating positive relations with the City of Grass Valley)

### SITE

A key to the success of the project is to have a dedicated site where services can be provided. The site will be safe, warm, welcoming, and clean.

#### Site selection considerations:

- Ideal site would be co-located with county services (particularly Behavioral Health)
  - If co-location is not possible, consider a shuttle running between county services (Crown Point, Brighton Greens, Rood Center)
- Must be on Gold Country Stage bus line and/or walkable to Hospitality House
  - Alternatively, a shuttle from HH to the daytime shelter could be considered
- Accessible for people with disabilities
- Capacity for 50 people (staff and participants)
- Classroom space for up to 20 people
- Closed meeting space for up to 8 people
- Private meeting rooms for up to 3 people (service providers, confidential meetings)
- Flexible space (easily divided)
- Plumbing for showers and laundry
- Outdoor space
- Need for use permits



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### Site features:

- Check-in desk/intake system
  - Staffed welcome desk
  - Controlled entry/exit (so we know who is in the building)
  - Data collection
- Security
  - Metal detectors at entrance
  - Weapons check
- Lockers (approximately 30)
- Charging station
- Dataports for staff, partner, and public computers
- Wi-fi
- Computers for public access (2)
- Bike racks
- Training and meeting space
- Quiet room
- 211 Direct Line (Batphone)
- Covered and uncovered outdoor space (allowing people to avoid noise and close quarters)

### SERVICES & SUPPORTS

The day shelter will be organized to meet the basic needs of participants. Connecting Point will contract with appropriate individuals, organizations, and/or businesses to provide services. The following needs have been identified:

#### **Safety** (a safe space for people to rest and recover)

- Policies/agreements required upon entry (non-violent)
  - Communication of values

#### **Shelter** (a warm/cool, dry place that provides an alternative to being outdoors)

- Rest (Safe sleeping/resting space)
  - Quiet room (monitored)

#### **Food** (opportunities to access fresh, healthy food)

- Kitchen?
- Snack kiosk?
- Prepared meals (use of EBT? Contract with GCCS?)

#### **Health & Hygiene**



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- Showers (onsite or offsite, mobile shower van?)
- Laundry (onsite or contracted out?)
- Clothes closet
- Personal assistance services (toileting/incontinence, eating, bathing, dressing)
- Onsite visits with behavioral health counselors, public health nurses, etc.

### Opportunity

- Structure
  - Daily schedule
- Accountability
- Case management
  - Assessment and reassessment
- Setting minimum requirements to participate
  - Taking basic steps to move forward
    - Meeting regularly with a case manager
    - Securing photo ID, social security card, birth certificate, mailing address
- System navigation

### Fellowship (opportunities to meet with peers in a safe environment)

- Group therapy, 12-step programs
- Games, interest groups, classes

### Enrichment (activities that support personal growth)

- Onsite activities (sports, arts, trainings, etc.)
- Levels/tracks depending on individual needs, goals, and abilities
  - Ex: Employment track focusing on job skills, work experience, barrier removal

### Contribution/Participation (opportunity to participate in the success of the shelter)

- Volunteer positions (peer support, janitorial, food preparation, etc.)
- Nominal fee (example: \$1 per visit or shower, etc.)



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### TIMELINE

Services will be phased in, with Phase I services beginning upon shelter opening (July 2018) and Phase II services beginning in year 2 (July 2019).

PHASE I	PHASE II
<ul style="list-style-type: none"> <li>• Monday-Friday, business hours</li> <li>• Lunch/food</li> <li>• Showers</li> <li>• Laundry</li> <li>• Clothes closet</li> <li>• Case management (Daily)</li> <li>• Navigation</li> <li>• Behavioral health/counseling (Daily)</li> <li>• Nurse (Weekly)</li> <li>• Social Services eligibility (Weekly)</li> <li>• Independent living skills classes</li> <li>• Budgeting classes</li> <li>• Soft skills/employment skills classes</li> <li>• Housing search &amp; maintenance</li> <li>• Application assistance (including SOAR)</li> <li>• Health &amp; wellness classes</li> <li>• Personal assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Saturdays, Sundays, holidays</li> <li>• Enrichment classes (art, music, etc.)</li> <li>• Health &amp; wellness classes (WRAP, DV, yoga, etc.)</li> <li>• Community involvement</li> <li>• Advocacy</li> <li>• Work experience program</li> <li>• Volunteer experience program</li> <li>• 12-step programs</li> <li>• Presentations by local organizations</li> </ul>

### SUBCONTRACTORS

Connecting Point has identified the following potential subcontractors for the project:

- Hospitality House (Case management)
- SPIRIT Center (Counseling, peer support)
- Connecting Point (Employment Services)
- Animal organization (pet care)
- Laundry services (offsite laundry)
- Shower services (offsite showers, mobile shower van)
- Food services (prepared meals)
- Hazardous waste cleanup



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### Questions & Concerns

#### CONCERNS

Connecting Point staff have identified the following concerns and potential barriers:

- NIMBYism among shelter neighbors
- Drug abuse
- Violence
- Illness and sanitation (ex: Noro Virus or flu outbreak)
- Hazardous waste cleanup (fluids, needles, etc.)
- Lack of affordable housing
- All risk falls on Connecting Point
- Ability to co-locate with county staff provides important linkages, consistency of services

#### QUESTIONS

Answers to the following questions will provide direction for ongoing planning:

- What safety measures are needed?
- Can we provide a safe space for sleeping?
  - Gendered?
- Will the shelter serve families with children? How?
  - What are the needs?
  - Will we provide childcare?
  - Separate space?
- Will the shelter serve sex offenders?
- Will the shelter provide space/shelter for animals?
- Will a commercial kitchen be needed onsite?
- Can participants use their EBT cards to pay for meals onsite?
- Will the shelter need refrigerators for food storage? How many?
- What (if any) permitting issues are foreseen? (ex: use permit for showers)
- Who will conduct case management activities for non-HH guests?
  - Contract with Hospitality House?
- What components do Hospitality House's current individual plans include?
- What is the intake process?
- How is confidentiality protected when working with multiple partners to provide wrap-around services?
  - Releases?
- Can we put a suspension process in place?
- How is shelter use tracked and reported?
- How are individual goals tracked?
  - Database?
- What happens during holidays and snow days?



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- Will all services be provided onsite or will participants be transported to services offsite?
  - Ex: Employment services/skills provided onsite or at Connecting Point office
  - How will county services be delivered? What access to County support will Connecting Point have?