

2016/2017 Warming Shelter Program

San Benito County
Warming Shelter Program 2016/2017

Prepared By

Community Services & Workforce Development (CSWD)

With Support by

The Community Action Board (CAB)

City of Hollister

County of San Benito

Health & Human Services Agency (HHSA)

2016/2017 Warming Shelter Program

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Introduction

In 2015, the Health and Human Services Agency (HHS), Community Services & Workforce Development (CSWD), the Local Homeless Service Providers (LHSP) and the Community Action Board (CAB) identified the need for an Expanded Winter Warming Shelter Program as a proactive strategy to protect our Homeless Community residing at the River with the anticipation of El Niño winter. By providing the Winter Warming Shelter Program, shelter beds were provided to 40 additional homeless individuals at the Southside Labor Camp. In its first year of operation, the San Benito County Warming Shelter was a huge success. Here are some highlights from last shelter season:

Objective: Provide daily emergency housing to a maximum of 40 homeless individuals during the months of December-April.	Unduplicated # of Participants	Duplicated # of Participants
	56	3100

Linkages to services:

- 17 of the 56 (30%) guests who stayed at the Warming Shelter were able to find housing. 2 guests were housed in the Helping Hands program, 1 went to a Veteran's transitional housing, and 1 was reunited with his wife and daughter after being apart from them for 2 years.
- 8 guests were able to attain employment while staying at the Warming Shelter.
- 5 guests were linked to Behavioral Health Services including Drug and Alcohol services. Due to being dropped off for appointments, guests were successful in attending appointments on a consistent basis.
- 6 total guests were able to attend the employment services offered at the America's Job Center.

General Overview

Program Operator: Community Services & Workforce Development (CSWD) with full support of the San Benito County Community Action Board (CAB)

San Benito County Warming Shelter Program

Start Date: December 3, 2016

Hours: 4:00 p.m. – 9:00 a.m.

Meals: 6:00 p.m. Dinner

7:00 a.m. Breakfast

A sandwich lunch will be provided to all participants

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About CSWD

Community Services & Workforce Development (CSWD) is a unit under the San Benito County Health & Human Services Agency (HHSA). The purpose of CSWD is to provide assistance in housing, food, education, and job skills, to low income community members and their families in helping them on their journey to becoming self-sufficient. Under this unit, the **Community Action Board (CAB)** provides guidance and direction to staff on funding received from the State in providing anti-poverty programs to our low-income residents. The Workforce Development Board (WDB) provides guidance and direction on funding received from the State to provide workforce services to our residents.

History and Introduction

CSWD has over 30 years of experience operating homeless services including the management and operation of the **Winter Shelter Program for Homeless Families, the Warming Shelter, CalWorks Housing Support Program (HSP) and Helping Hands** under the support and direction of the CAB. Last year and in previous years, CSWD provided housing during the cold winter months of December-April to 30 homeless families and 56 unduplicated individuals had at least 1 bed night at the Warming Shelter. For the 2016/2017 season, we anticipate serving 30 homeless families and have 40 homeless individuals for the Warming Shelter. The Winter Shelter program is operated using two and three bedroom housing units at the San Benito County Migrant Center. This program follows the “transitional shelter” model where all families pay a security deposit and rent and at the conclusion of the program, the money is returned to them for the purpose of securing permanent housing. An integrated case worker provides case management and supportive services throughout the program and assists them with transitioning families into permanent housing. This program is funded by the CAB through funding received from the State Community Services and Development (CSD), Community Services Block Grant (CSBG).

The **Warming Shelter Program** will be in its second year of operation by the County of San Benito. With the Homeless Coalition closing their doors, the San Benito County Warming Shelter will be the only shelter open to the homeless population during the winter months.

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Through the Emergency Shelter Grant (ESG) and Intergovernmental Transfer funds, we have secured \$129,388 towards the Warming Shelter. Our total anticipated cost to operate the program is \$192,799. We anticipate an additional \$80,000 from the CMSP proposal submitted which will cover the difference.

The program will offer clients other supportive services through partner agencies. The following partners will be providing on-site services/or presentations during the shelter season:

San Benito County Public Health Department: Provide as in-kind workshops on communicable diseases, alcohol and tobacco effects, and nutrition awareness with an emphasis on diabetes and obesity, flu shot clinic and cleanliness. Staff training as well will be provided.

San Benito County Health Foundation: Mobile Van services such as medical checkup and dental checks to the Warming Shelter on a monthly basis. Shelter coordinator will work with the Health foundation on any follow up appointments.

Hazel Hawkins Hospital: Provide dental and medical screenings to the guests residing at the shelter on weeks that the Health Foundation is not on site.

San Benito County Behavioral Health: Outreach twice a month to Warming Shelter guests on site, staff training on working with clients with mental health and substance drug abuse and alcohol diagnosis. Shelter coordinator will work with Behavioral Health on any follow up appointments.

Emmaus House: Will provide referrals to the Warming Shelter and will accept referrals for survivors of domestic violence and sexual assault.

San Benito County Sheriff's Department: Provide staff training on safety and de-escalation of guests. They will also provide access to the deputies during roll call to discuss the Warming Shelter program for better understanding of homeless issues. The purpose of working closely with the Sheriff's department is to help build a positive relationship with the homeless community and law enforcement. This will also assist law enforcement in creating a better understanding of the challenges faced by the homeless community.

America's Job Center of California (AJCC): Providing weekly job readiness workshops to the guests of the Warming Shelter. Through this relationship a linkage will be made to have the guests attend the weekly orientations and be linked with services for training or job placement.

Community Services Development Corporation: Provide housing placement leads for the Warming Shelter guests.

New Harvest Church: Provide bible studies; Celebrate Recovery men and woman's support group.

Hollister Pregnancy Center: A licensed Medical Clinic providing in-kind pregnancy testing and

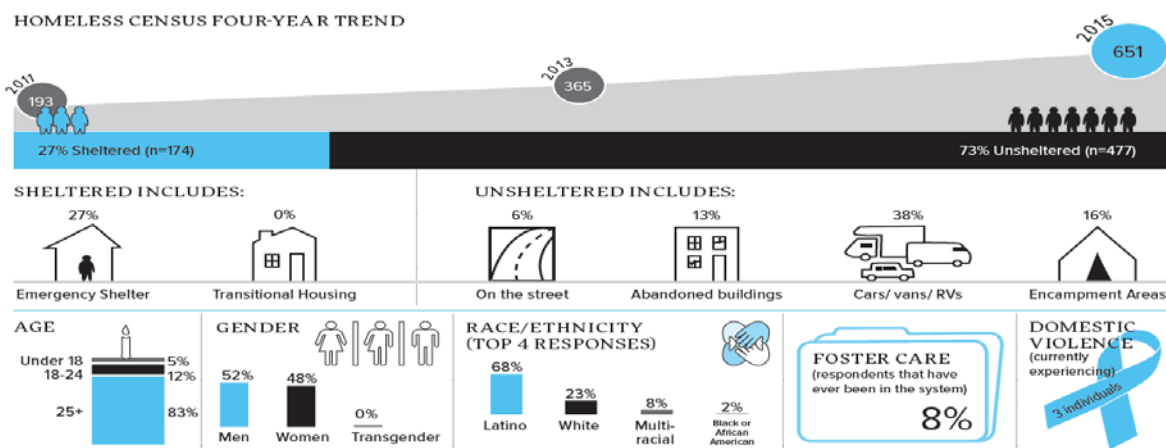
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verification, initial pre-natal examination, limited ultrasound, medical consultation on pregnancy and options, testing, diagnosis & treatment of some sexually transmitted disease, HIV & AIDS Referrals.

There will also be a multi-disciplinary team/collaborative that will meet monthly to discuss cases and ensure that guest needs are being met. This will focus on housing, medical, behavioral health concerns and ensure that guests are meeting their appointment times. As part of the ESG grant award, \$90,000 was secured for rapid rehousing. A temporary part-time Housing Navigator will assist guests at the Warming Shelter and Family Shelter with housing referrals, and once they are housed work with them to stay housed after the 6 month rental subsidy is completed.

Continuum of Care (CoC)

CSWD is a member of the Monterey/Salinas/San Benito County Continuum of Care (CoC) to End Homelessness. The CoC is comprised of organizations whose mission is to end homelessness in the entire region by providing housing support, permanent housing, rapid-rehousing, emergency shelter and other supportive services. As a CoC, the Lead Me Home 10-Year plan to end Homelessness was created in 2011 and the last Homeless Census was completed in 2015. The point in time homeless census has increased steadily since 2011 with a count of 193 compared to 2013 with a count of 365 and in 2015 a count of 651. The increase in count is primarily due to an increase volunteer base and a more thorough count in all census tracts.



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Program Design

Name: San Benito County Warming Shelter

Target: Homeless Individuals (no families)

Start Date: December 3, 2016

End Date: March 31, 2016

Hours: 4:00 p.m. – 9:00 a.m.

Transportation: 4:30 pm - Guests will be picked up daily (locations to be determined)
8:00 am – Drop off of guests begins (locations to be determined)

Meals: 6:00 Dinner
7:00 Breakfast
A bag lunch will be provided to all guests

Meals Plan

The program will provide dinner, breakfast and lunch to all guests in the program.

- Dinner will be purchased from a local vendor and prepared by local volunteers.
- For breakfast, a cold breakfast will be served.
- For lunch, staff will prepare a bag lunch.
- Water and/or juice will be made available for all meals.

The cost for the meals is as follows:

Breakfast	\$2,380
Lunch	\$3,570
Dinner	\$7,616
Miscellaneous	\$1,500

It is the goal that most dinners will be donated by local volunteers. Staff will coordinate a meal calendar to schedule community organizations, local residents, restaurants, churches...etc. We are budgeting \$5,760 to purchase at least 1-2 meals per week from local vendors.

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Detailed Budget:

PROPOSED PROJECT OPERATING	Salary	FTE	Total Staff	Total Project Cost
REVENUE				
ESG-Awarded				\$100,000.00
IGT-Received				\$ 29,388.00
CMSP-Applied				\$80,000
City of Hollister-Pending				\$ 25,000.00
Total				234,388.00
A. Personnel Services				
Site Coordinator-Staff Srvs Spec A-5 M	44,680.90	1.00	1.00	\$18,617.04
Shelter Workers-OA 11 Step B (4)	31,135.10	1.00	4	\$46,702.66
Shelter Worker Lead-OA III, Step B	34,324.99	1.00	1	\$12,871.87
Parks & Ground Worker 1 step C	33,177.60	0.25	1	\$3,110.40
Total Personnel				81,301.97
Fringe Benefits	Included			
Total Personnel & Benefits		0.00		81,301.97
B. Operating Expenses	Rate	# of People Ave	Total Days	Total COST
Meals				
Dinner (based on 2 days per week)	\$ 5.95	40.00	17	\$4,046.00
Breakfast	\$ 0.50	40	119	\$2,380.00
Lunch	\$ 0.75	40.00	119	\$3,570.00
Supplies-Sheets, Blankets, pillows...				\$1,500.00
Support Services Contract				\$9,000.00
Rent				\$35,700.00
Security				\$48,000.00
Telephone-cell phone for lead staff				\$500.00
Transportation Assistance (\$500 month)+gas				\$2,525.00
Program Supplies (for activities &...)				\$1,000.00
Total Operating Expenses				\$108,221.00
Total Personnel Expenses				\$81,301.97
Total Operating Budget A & B				\$189,523
REVENUE				\$234,388.00
BALANCE				\$44,865.03

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Negotiations are underway with the Farm Labor Association to provide the meals for the program which will increase the budget by another \$44,865. With recent fundraising efforts, we are optimistic that additional funding will be received.

This budget is based on hiring a Site Coordinator (Staff Services level), 4 Shelter Workers (OA II level), 1 Shelter lead (OA III level) and 1 Parks & Maintenance. These positions will be TEMP Seasonal Status positions. The program will be supervised by the program supervisor which currently oversees the Community Action programs and all of the Homeless programs. HHSA has presently secured \$129,388 through the Emergency Solutions Grant (ESG) (\$100,000) and Inter Governmental Transfer fund (\$29,388). It is anticipated that the remaining funds will be funded either by the CMSP proposal or by the City of Hollister or other grant writing efforts. A proposal was submitted to the State CMSP in the amount of \$80,000. In addition, the City Council is considering contributing \$25,000 for their 10/17/16 meeting.

Transportation

CSWD will be leasing a 14-passenger van to transport client. Transportation services will be coordinated with the San Benito County Transit Services. There will be a daily pickups beginning at 4:30 at designated area. All participants will then be dropped off at designated locations beginning at 8 a.m.

Security

To ensure the safety and well-being of all guests, security services will be provided every day during the hours of operation. There will be 1 security per shift daily. At check-in, all guests will be checked-in; bags will be searched and all guests are subject to pat downs to ensure that nothing illegal is brought in such as weapons, drugs, alcohol...etc. Security will monitor the grounds all night and will conduct visual walk-throughs of each room in intervals of 15, 30 or 45 minutes.

Check-in Process

- Upon arrival, all guests will be checked-in by staff and security.

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- All guests will be checked in, bags searched and all guests are subject to pat downs to ensure that nothing illegal is brought into the facility
- All guests will sign-in and be checked in daily into the HMIS system.
- All guests will review and sign the **program rules and regulations**
- At check-in, guests will be assigned to a room with 3 other guests
- With the assistance of staff, guests will complete the HMIS Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT)
- With the assistance of staff, guests will complete the HMIS Intake form

Personnel

1. **Program Supervisor:** The In-house Employment & Training Worker Supervisor will be assigned as the administrator lead to assist with the planning and implementation of the program. This position will be responsible for the planning of the program, hiring and training of staff, purchasing supplies, securing the meals and other logistics.
2. **The Site Coordinator** (Staff Services level) will be responsible for the daily operations of the Warming Shelter. The primary responsibilities are to supervise staff, provide coaching and direction, create staff work schedules, monitor the program, assist the team with the check-in process...etc.
3. **Shelter Lead** (OA III level) will be responsible for the day to day when the site coordinator is not on duty. Also responsible for check in and out of guests, intake paperwork is completed etc...
4. **Shelter Workers** (OA II Level) will be responsible for the general implementation and monitoring of the program.
5. **Parks & Maintenance Worker I** will be responsible for the general cleaning and maintenance of the facility. This person will be responsible for cleaning and disinfecting all of the units on a daily basis.

Outreach & Recruitment Plan

Staff: Recruitment will be done in conjunction with HR and the America's Job Center. There will be a 2 day training session offered to the shelter team on topics such as: safety, active listening, working with people with mental health issues etc.

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Guests: Staff will recruit guests by canvassing weeks before at different locations throughout the community and social media.

Conclusion

The San Benito County Warming Shelter will result in a place for homeless individuals to feel safe. As the only winter shelter open this season, we anticipate it being close to capacity on a daily basis. With community volunteers and returning staff, we anticipate this year being just as successful as last year.