

Request for Proposal and Qualifications

City of Turlock

Operation of Emergency Homeless Shelter

The City of Turlock is inviting your organization to submit a proposal to enter into an agreement for the operation of an Emergency Cold Weather Homeless Shelter located at 400 B Street, Turlock, California.

Scope of Services

The proposed Scope of Services shall include a Statement of Qualifications addressing your organizational ability to provide services insuring the operations of an emergency cold weather homeless shelter in accordance with all applicable laws, codes and ordinances. The Statement of Qualifications shall describe your organization's experience relevant to the operation of a homeless shelter. The Statement of Qualifications shall also include a list of individuals responsible for the operation of the shelter and their relevant experience.

Scope of Service for the operation of the emergency cold weather shelter shall include, but not be limited to, the following:

- The emergency homeless shelter shall commence operations November 1, 2007, operating daily through April 30, 2008.
- The emergency homeless shelter shall operate Monday through Sunday during the hours of 6:00 p.m. to 9:00 a.m. daily.
- The emergency homeless shelter shall be open solely to men and women over the age of eighteen (18). No person under the age of eighteen (18) will be permitted. Men and women shall be provided segregated sleeping accommodations.
- Maximum capacity of the emergency homeless shelter shall not exceed sixty (60) persons.
- During all hours of operations, service provider shall staff the emergency homeless shelter with a minimum of one (1) male and one (1) female to supervise and maintain shelter.
- During all hours of operation, service provider shall also provide two (2) guards from a California licensed security company. One guard shall be present at all times within the shelter while the second guard shall be responsibility for exterior security.
- Service provider agrees to "Use Agreement" with the City of Turlock and, furthermore, agrees to operate emergency homeless shelter in accordance with Cold Weather Emergency Shelter Guidelines (available upon request).

Project Schedule

All proposals will be reviewed by staff. The City of Turlock reserves the right to interview all qualified applicants. A recommendation to award the project will be presented to the Turlock City Council at their regularly scheduled meeting of September 25, 2007. Award of contract will be based upon submitted proposal.

Proposal Submittal

Proposals are due to the City of Turlock, Office of the City Manager, no later than 5:00 p.m., Wednesday, September 12, 2007, and shall include the following minimum content:

1. Statement of Qualifications describing service provider's relevant experience and a list of individuals responsible for service delivery and their relevant experience.
2. Proof that service provider possesses public liability and property damage insurance for 400 B Street, Turlock, to be effective during the operational period and, before taking possession, shall provide City with a policy endorsement naming City an additional insured on the policy.
3. Statement of the amount of financial assistance service provider requests of the City of Turlock for the operation of the emergency homeless shelter. Do not include "in-kind" contributions. If no financial assistance from the City is required, indicate "zero."
4. Inquiries shall be directed to:

Tim Kerr, City Manager
City of Turlock
156 S. Broadway, Suite 230
Turlock, CA 95380
(209) 668-5540
tkerr@turlock.ca.us

EXHIBIT B

Cold Weather Emergency Shelter



Draft October 18, 2006

Prepared by: City of Turlock
Housing Program Services Division



COLD WEATHER EMERGENCY SHELTER

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Executive Summary

This report outlines a description of the Cold Weather Emergency Shelter program along with the rules that are set forth for clients. Included are sample forms that must be signed upon entry by clientele. Operational procedures and sample forms that are utilized by staff and management are enclosed as well. The following highlights the Cold Weather Emergency Shelter and the California State University, Stanislaus Community Action and Resources for Empowerment and Sustainability (C.A.R.E.S.) Project aspects of homeless programming.

Cold Weather Shelter

The primary purpose of the Cold Weather Emergency Shelter is to provide emergency shelter for adult homeless persons in Turlock and Stanislaus County. The individuals served are men and women 18 years or older. No persons under the age of 18 will be permitted. Staff will locate a facility in Stanislaus County that houses minors for those persons under the age of 18 seeking shelter. Currently 55 persons can be provided shelter at the 400 B Street facility for the time period from December 1 through March 31.

Project Overview – California State University, Stanislaus C.A.R.E.S. Project

Referral services are provided by the C.A.R.E.S. Project which is currently operating to support the creation of a resource center for homeless adults in Turlock. A key component of the resource center will be the development of a self-governing council of homeless adults that will direct the development of the resource center and the types of services provided. The council will lead the direction of the project and assist the homeless in developing a voice in the community. This resource center will also be a service learning site for CSU Stanislaus students. (see pg. 14 for additional information)

Police Role-

The City of Turlock Police Department is working closely with the City of Turlock Housing Program Services Division, community and the non-profit agency in charge of the Emergency Cold Weather Shelter. The role of the Turlock Police Department is to provide logistical and operational support in planning to the Cold Weather Emergency Shelter. It will accomplish this task by providing training to shelter staff as requested by the City of Turlock and also in the form of response to service calls.

Homeless programming is a community effort

The accomplishment of initiating a cold weather emergency shelter and a resource center would not have been possible, nor will continue to be, without the collaboration of the private, public, faith based, and the community at large. It is through your efforts, that Turlock has been progressive and proactive in dealing with some of its most imminent and humanitarian issues, including homelessness.

COLD WEATHER EMERGENCY SHELTER PROGRAM DESCRIPTION

PURPOSE

The primary purpose of the Cold Weather Emergency Shelter is to provide emergency shelter for adult homeless persons in Turlock and Stanislaus County during the cold weather months. The individuals served are men and women 18 years or older. No persons under the age of 18 will be permitted. Staff will locate a facility in the county that houses minors for those persons under the age of 18 seeking shelter. Currently 55 persons can be provided nightly shelter at the 400 B Street facility for the time period from December 1 through March 31.

POLICY ON SAFETY

It is important that homeless persons feel safe and secure while at the Shelter, and that persons in Turlock see homeless persons not as a threat but as persons in need. Staff is committed to providing a safe and secure environment, and using the rules and procedures to maintain this sense of security. Two (2) guards from a California Licensed Security Company will be hired to search for weapons, drugs/alcohol, and other contraband, monitor who enters and leaves the building, and help when needed to settle altercations. One security guard will be required to be inside of the facility while the other will be required to secure the exterior and the surrounding areas. The program staff (minimum of two per shift) is trained to serve guests warmly but also to provide and enforce regulations, to handle problems that occur and to help create an environment that feels safe and secure. Shelter staff and the Security Company will work closely with the Turlock Police Department to maintain the safety of all persons within the shelter and in the surrounding area.

Homeless persons are asked to be "good neighbors" in Turlock and to be responsible in their behavior and their presence in town. A majority does so and are very busy with resolving their immediate crises or needs and/or in working toward solutions related to housing, employment, social service, or other issues.

OTHER PROGRAMS AND SERVICES:

A. Services directly offered at the shelter site include:

1. Dinner is served each night by members belonging to TEAM, civic organizations, government agencies, and volunteer groups.
2. Resources are provided to guests and referrals are made to other agencies. Close collaboration is made with the C.A.R.E.S. Resource Center, Stanislaus Homeless Outreach Program (mental health services), Community Housing and Shelter Services (transitional housing), and United Samaritans Foundation.

B. Collaboration is made with the C.A.R.E.S. Resource Center, operated through the CSU Stanislaus Service Learning Office and other offices. The multi-service Resource Center is rooted in self governance and empowerment and assists the homeless in identifying their priorities and needs, aids them in understanding barriers to meeting those needs and creates

a partnership that supports them in figuring out how to overcome those barriers. Four specific activities exist as part of a HISIAC grant that began in 2005:

1. Promote literacy in the homeless community in spoken and written language
2. Establish a Community Participation Committee to engage and connect the homeless to services based upon their self-identified needs
3. Build a system of support to obtain essential identifying documents that will assist in securing jobs and assessing federal, state, and local assistance systems, and
4. Develop an employment training program that will assist the homeless in becoming employable, then employed, and eventually self-sufficient.

C. Collaboration is made with United Samaritans Foundation. Current services provided include:

1. Breakfast snacks
2. Laundry and showers
3. Clothes Closet

D. Focus in this document is on the Cold Weather Emergency Shelter Program and providing emergency shelter to adult homeless persons in Turlock and Stanislaus County. The facility would provide water, limited shower services, bathrooms, and protection from the elements during the cold weather months. In general, _____ is committed to helping homeless persons with their emergency needs.

FUNDING SOURCES:

The Cold Weather Emergency shelter can be funded through a variety of funding sources. It is the responsibility of the non-profit to find funding sources to run the facility during the cold weather months. The City of Turlock may assist the Cold Weather Emergency Shelter with federal funds. Should any federal funds be used for the Cold Weather Emergency Shelter, it must comply with any federal rules and regulations, including fair housing laws.

COMPLIANCE:

The rules and regulations identified in this document are to be followed by the non-profit responsible for the Cold Weather Emergency Shelter. Monitoring to assure compliance will be the responsibility of the City of Turlock. If it determined that these rules are not being followed the City of Turlock may choose to terminate the contract with the responsible entity.

COLD WEATHER EMERGENCY SHELTER PROGRAM OF TURLOCK RULES AND REGULATIONS

SHELTER HOURS 6:00 PM – 9:00 AM
LIGHTS GO OUT AT 9:00 PM

ALL STAFF AND GUESTS MUST COMPLY WITH THE FOLLOWING RULES:

- Two (2) guards from a California Licensed Security Company will be required to be on the premises during all hours of operation. One security guard will assist with the interior of the facility and one will be responsible for securing the exterior and the surrounding area.
- All guests are subject to searches of their person and personal property at the time of check in and at other times as determined by security or staff.
- Bed space will be given on a first come, first serve basis.
- No guest shall be on the premises or surrounding area of the building before 5:45 PM. A violation of this rule will result in a 3-5 day denial of admittance.
- No pets allowed on the premises, Service animals will be permitted.
- NO ONE is turned away from the shelter, unless they are a threat to themselves or to others. At that point police will be called and client will be removed from the premises. The severity of the threat will determine the length of absence from the shelter.
- No one is permitted to enter the facility requesting a bed after 10:00 p.m. unless authorized by the shelter manager or requested by the police department.
- Periodic security checks will be made throughout the night.

DENIAL OF ADMITTANCE FOR ONE (1) WEEK OR LONGER :

- Weapons will not be allowed on the premises.
- Alcohol or controlled substances are not allowed on the premises.
- Fighting is not allowed. All persons involved in a fight will be removed from the shelter.
- Behavior deemed to be vulgar, loud, unsafe, abusive, or obnoxious will not be tolerated in the shelter or on the premises.

DENIAL OF ADMITTANCE FOR 3 – 5 DAYS:

- Wake up is at 7:45 AM, guests must leave by 9:00 AM.
- Guests must clean the shelter and do chores before departure.
- Smoking will be permitted outside only with a staff member at scheduled times in designated areas.
- Beds need to be made before leaving in the morning.
- Areas need to be clean before leaving in the morning.
- Male and female guests must sleep in separate, designated areas.
- If a guest leaves the building other than to smoke, he/she will not be allowed to return that evening.
- ALL guests must sleep in clothes. **NO NUDE SLEEPING ALLOWED.**
- Vehicles may be parked in the designated area. Sleeping in vehicles will not be permitted.

*** It is the responsibility of the shelter manager to assure these rules and regulations are being followed.**

*** Punishment for any broken rules and regulations will be determined by the shelter manager**

COLD WEATHER EMERGENCY SHELTER OPERATIONS

HOURS:

5:45 p.m.	Opening Preparation
6:00 p.m.	Intake begins / doors open
6:45 p.m.	Meal Service
7:30 p.m.	Clean trays & take out garbage
8:30 p.m.	Part time shift leaves premises
9:00 p.m.	Lights out
1:30 p.m.	Shift change
7:15 a.m.	Wake-up call
7:30 a.m.	Morning chores – <input type="checkbox"/> clean bathrooms <input type="checkbox"/> blankets put away <input type="checkbox"/> change bedding <input type="checkbox"/> sweep floors <input type="checkbox"/> take out garbage
8:45 a.m. - 9:00 a.m.	All clients vacate premises
9:00 a.m.	Last shift leaves



COLD WEATHER EMERGENCY SHELTER

1ST SHIFT

Check in 6 pm- 1:30 am shift Safety is first and foremost, use common sense, observe what is going on and keep your eyes open. Staff eyes should always be scanning the room for activity.

- **In an emergency call 911 and shelter manager**
- Take time to go over their instructions beforehand with the guards. If guard needs help, please assist them.
- Staff needs to open the door to the bathroom when starting intake. Minimum time on bathroom usage during intake due to the volume of people. After intake have guard escort people to the bathroom and unlock it. Guard keeps keys. Make sure that the guard returns the keys to you before guard leaves or goes off shift.
- **All** appropriate forms must be completed. Should clients choose not to provide the requested information, admittance to the shelter must be denied.
- Request pockets turned inside out upon entrance to facility
(Look inside hats that are worn inside facility)
- Call shelter manager if guards are not there by 5:45pm.
- If you feel uncomfortable about a guard's performance call shelter manager.
- After intake staff members need to walk down to the other end of shelter at least once if not twice in a half hour. Try to get guests settled down and into their beds. If they are disturbing others try to find out what is the matter and help them resolve the issue. If that doesn't work use the warning system so that others can settle in.
- Handicapped persons enter first. During intake everyone needs to pull their nightwear and whatever they need for the night out of their bags. Once bags are placed in property area, they are returned only on departure in the morning. If they forgot their medicine, staff needs to be with them when they go through the bag once it is in the property area.
- Guard to use wand to scan everyone- if a wand sounds off explore why.
- Pat down **all** clients, female employee to pat female guests, guard to pat down male guests.

*Returning guests are to be assigned the same bed as the previous evening. New people are to be assigned to the remaining beds. Remember first come first serve unless they can show proof to the shelter manager that they are working, have a meeting, etc. Please try to find a bed for all persons needing shelter.

- All property to be placed in property area and identified with tape as to whom it belongs.

- Remind returning guests to sign in on the same bed number from the previous evening.
 - Make sure **all** intake paperwork is done.
 - During intake and through the evening ask questions about medical issues. Have clients expand on issues that staff may have to deal with or give referrals for health issues, employment or housing.
 - Look on table for brochures and through resource list to see what is available. Ask management if you can't find what they need. Refer customers to Resource Center located across the street from USF. Refer to management if need arises.
 - Dinner served by local faith based community or organization. Line up handicap and women first.
- After dinner, before smoke break - request volunteers for chores. Try to get different people each night. **EVERYONE NEEDS TO TAKE A TURN.**
 - Guard & staff- Watch the property area- no exceptions-Give one written warning only. The second strike and they are out. Before kicking somebody out, please call shelter manager.
 - Remember- no one except female staff and designated female volunteers in female/sleeping area. No male staff or guard in that area unless an emergency arises.
 - **SMOKE BREAKS EVERY HOUR UP UNTIL 9:00PM.**
 - Smoke breaks outside must be supervised by staff or guard-cigarettes butts in cans provided. Give a five-minute notice before break so they can roll their own tobacco.

Make sure there is a male inside accompanying the female staff person at all times. Especially while guard or staff is outside @ smoke break-Two (2) employees must be in building at all times unless there is an emergency outside.

Bathroom run must be supervised by security guard- employee keeps bathroom keys.

Doors left unlocked all night as guard will be doing patrol every ½ hour and check bathroom after guest is out, if anyone suspects other activity in bathroom. One person per bathroom at a time.

One guard to be posted at door unless on their rounds (rounds to be done every ½ hour) no smoking in bathrooms.

Lights out @ 9 pm-. Guard to be at his station unless on patrol.

Pull files to be logged. Please keep talking to a whisper or communicate via notes after 9PM.

WEAPONS RULES

NO weapons of any kind will be permitted on site. No exceptions.

TV Rules: Movies can only be PG or PG-13. Staff needs to check all movies before they are started. Movies can be started after dinner has been served and need to be over around 9:00pm.

OUTSIDE GUARD

- Patrol the exterior of the building as well as the surrounding area.
- The area surrounding the facility to be patrolled will be assigned by shelter manager.
- Breaks cannot be taken at the same time as the interior guard.
- Assist staff or the interior guard during any emergency or at any time requested by shelter staff or police.

COLD WEATHER EMERGENCY SHELTER 2nd Shift

1:30am – 9:00am – Safety, Safety, Safety - no sleeping on shift.

Check journal to see if anyone has had a problem or if guests need early wake up call.

In an emergency call 911 and shelter manager.

Safety is first and foremost, common sense, observance and open your eyes.

Staff eyes should always be scanning the room for activity.

- Keep movement to a minimum in sleeping hours (but you can move to clean and to patrol every ½ hour to 45 minutes of facility, etc.)
- Remember- no one except female staff and designated female volunteers in female/sleeping area. No male staff or guard in that area unless an emergency arises.
- No sleeping on shift!
- If you need fresh air just ask the guard.
- Make coffee before wake up.
- Remind guard to make rounds every half hour.
- Toss any extra food outside in garbage can.
- Make sure food bar and trays have been cleaned.
- **NO GUESTS to enter property area. Guard or staff will hand property to guest upon departure.**
- Please make sure toilet paper is in the bathroom before wake up.
- When guests are leaving they need to get their property and go, no hanging around or getting into their gear and going back within the shelter. After guests have retrieved their property they need to leave the shelter.
- Make sure all entries have been made in files

AM Checklist

- #1.) 6:30 am wake up (7:15am mandatory wake up, if not up by 7:30 request. Guard to assist in waking guest)
After wake up, security guard posted outside to view bathroom area & keep bathrooms open & people moving.
- #2.) Start coffee at 5:25am. Serve any food, prepared before 5:45am. Have it ready for them. Have two pots of coffee by 5:45am.
- #3.) Make sure guests have made their beds before leaving. (5-minute time in restroom.)
- #4) Bedding is to be changed daily for new guests and a minimum of every five (5) days for returning guests.
- #5.) Cleaning duties: Stock restrooms
- #6.) All guests who have volunteered for chores must start those chores by 7:30 am. If their chores are completed and their beds are made, they may lay on their beds until 9:00a.m. - Check out time.
SWEEP INSIDE & OUTSIDE
- #7.) Place all bagged garbage inside fence area for pick up by staff to dispose of.
Clean and wipe off tables/desks by coffee and all desks.
- #8.) Make sure all cigarette butt cans (2) of them are brought inside.
- #9.) Turn off heaters @ control switches, NOT BREAKER.

- #10.) Turn off lights in bathrooms & inside facility @ control switches NOT BREAKER- make sure they are clean. RESTROOM DUTIES-Clean mirror, toilet, and sink, sweep & mop- make sure they dump mop bucket after use.
- #11.) Make sure bathroom keys are returned from guard. Place wand, log book, bed chart and sign in sheet in the top drawer of file cabinet.
- #12.) Lock door, lock fence.

COLD WEATHER EMERGENCY SHELTER Guard Duties & Responsibilities

- Guards must be employed by a California Licensed Security Company.
- Safety is first and foremost, use common sense and keep your eyes open. Guards eyes should always be scanning the area for activity. - We want to intervene before there is a problem.
- Must be on site at 5:30pm. Know your schedule and the location of facility- do not be late, guests are not allowed into the facility until the guards are here. They are cold and tired. Please do not be late.
- Have the Guests sign in on their bed number. Let staff deal with any guests who have not been there the night before.
- Scan ALL GUESTS with wand - pat down all male guests, female staff pats down female clients. All clients are to be patted down. Staff will search guests' property when they are taken to their beds. Only one bag allowed.
- Clients are allowed in on a first come first serve basis with exception made only by the shelter manager. If someone approaches the property wanting a bed up to 10 p.m. please ask the staff.
- Dogs (unless used for handicapped individuals) weapons, sharp objects, drugs, alcohol, drug paraphernalia are NOT ALLOWED!!
- One guard must be outside securing the perimeter around the facility and the neighborhood area
- Smoke and bathroom breaks are supervised by guard or a male staff member.
- The property area can only be accessed if the clients ask the staff first.
- Guests are not allowed in property area after entry.
- One Guard to be stationed @ the door at all times or otherwise requested by staff to be in another area.
- Let staff know when you are going outside or on break.
- Know your schedule and not be late.
- If you need help, ask, you are considered a very important part of the team
- Utilize the two-way radios between staff and guards.
- Please drop reports off in drop box.

OUTSIDE GUARD

- Patrol the exterior of the building as well as the surrounding area.
- The area surrounding the facility to be patrolled will be assigned by shelter manager.
- Breaks cannot be taken at the same time as the interior guard.
- Assist staff or the interior guard during any emergency or at any time requested by shelter staff or police.

CALIFORNIA STATE UNIVERSITY STANISLAUS

Project Overview – California State University, Stanislaus C.A.R.E.S. Project

The Community Action and Resources for Empowerment Sustainability (C.A.R.E.S.) Project will support the creation of a resource center for homeless adults in Turlock. A key component of the resource center will be the development of a self-governing council of homeless adults that will direct the development of the resource center and the types of services provided. The council will lead the direction of the project and assist the homeless in developing a voice in the community. This resource center will also be a service learning site for CSU Stanislaus students.

Services

As it is currently envisioned, in the 1st year the following services would be provided:

- Assistance with Identification Cards (Drivers Licenses, Birth Certificates, Social Security etc.)
- Telephone Services
- Help with Social Security benefits and other forms of aid
- Literacy Training
- Transitional Housing Services
- Drug and Alcohol Referral
- Mental Health Referrals

Year two expansion of services will be based on the direction of the self governing council but could include

- Computer literacy
- Employment skills training
- Basic life skills training [financial literacy, career issues]
- Job training

University Connection: Service Learning Students

Student interns will also have opportunities at the center. Currently, we have a commitment from the Masters of Public Administration Program, the Masters of Social Work Program. Faculty from both the Sociology and Accounting Departments will provide 3 interns per year to the center. Additionally, several classes from various departments will be incorporating service learning projects based at the Center.

Partnerships

The following agencies have agreed to become an active part in our resource center:

WE CARE Program
United Samaritans
Stanislaus Homeless Outreach Program (SHOP)
Stanislaus Literacy Center
Community Housing and Shelter Services
Turlock Community Collaborative
Project Evaluator- Center for Public Policy, CSU Stanislaus

**COLD WEATHER EMERGENCY PROGRAM
RULES AND REGULATIONS
400 B Street, Turlock, CA 95380**

SHELTER HOURS 6:00 PM – 9:00 AM
LIGHTS GO OUT AT 9:00 PM

ALL WHO ENTER NEED TO COMPLY WITH THE FOLLOWING RULES FOR THE SAFETY AND COMFORT OF OTHER GUESTS AND STAFF MEMBERS.

- All guests will be subject to searches of their person and personal property at the time of check in.
- Bed space will be given on a first come, first serve basis.
- No guest shall be on the premises or surrounding area of the building before 5:45 PM. A violation of this rule will result in a 3-5 days denial of admittance.
- No pets allowed on the premises at anytime, unless service animals.
- NO ONE is turned away from the shelter, unless they are a threat to themselves or to others. At which point police will be called and will be removed from the premises. Client may return the following evening.

***VIOLATION OF THE FOLLOWING RULES WILL RESULT IN IMMEDIATE REMOVAL FROM THE SHELTER AND DENIAL OF ADMITTANCE FOR ONE (1) WEEK OR LONGER :**

- Weapons will not be allowed on the premises.
- Alcohol or controlled substances are not allowed on the premises.
- Fighting is not allowed. All persons involved in a fight will be removed from the shelter.
- Behavior deemed to be vulgar, loud, unsafe, abusive, or obnoxious will not be tolerated in the shelter or on the premises.

***VIOLATION OF THE FOLLOWING RULES MAY RESULT IN DENIAL OF ADMITTANCE FOR 3 – 5 DAYS:**

- Wake up is at 7:45 AM, guests must leave by 9:00 AM.
- Guests must clean the shelter and do chores before departure.
- Smoking will be permitted outside only with a staff member at scheduled times in designated areas.
- Your bed needs to be made before leaving in the morning.
- Your area needs to be clean before leaving in the morning.
- Male and female guests must sleep in their separate designated areas.
- If a guest leaves the building other than to smoke, they will not be allowed to return that night.
- ALL guests must sleep in clothes. **NO NUDE SLEEPING ALLOWED.**
- Vehicles may be parked in designated area, but no sleeping in vehicles will be permitted.

***Periodic security checks will be made throughout the night.**

I have read or had read to me, the rules and regulations regarding residency in the _____ . Further, I understand and agree to abide by all of the rules contained herein and appropriate directions from the _____ Manager. Also, I agree to hold harmless the _____ and their agents from any injury or death not directly attributable to negligence.

All resident information is strictly confidential. No information about you is disclosed outside of the Cold Weather Emergency Shelter without your consent. The only exception to these rules are those defined by law:

- If staff has reason to believe that you are abusing or allowing a person under the age of 18 to be abused.
- If you are over the age of 18 and are engaging in sexual activities with someone under the age of 18.
- If you intend to physically harm yourself or another person.

**SHOULD ANY OF THESE CIRCUMSTANCES ARISE,
STAFF IS REQUIRED TO NOTIFY THE APPROPRIATE AUTHORITIES.**

Please note that all information disclosed to staff is confidential with the Cold Weather Emergency Shelter and may be shared by staff, interns, and/or supervisors employed by _____.

Client Signature

Date

Witness Signature

Date

This document must be signed and remain in the client's file at all times. Refusal to sign this document is cause to refuse shelter to any individual.

**COLD WEATHER EMERGENCY SHELTER
INTAKE FORM**

Name: _____
(Last) (First) (Middle)

SSN: ____/____/____ DOB: ____/____/____ Age: ____

Male: ____ Female: ____ Food Stamps: YES / NO (Circle One)

Length of Time Homeless _____

Ethnicity: (Please Check One Category)

White (Non Hispanic) _____ American Indian/Alaskan Native & White _____
Black/African American _____ Asian & White _____ Assyrian & White _____
Asian _____ Black/African American & White _____
American Indian/Alaskan Native _____ American Indian/Alaskan Native & Black/African
American _____
Native Hawaiian/Other Pacific Islander _____ Portuguese _____ Hispanic _____
Assyrian _____ Balanced/Other: _____

Source of Income: Unemployment _____ SSI _____ Wages _____ Amount _____
(Circle One) VA Benefits _____ Pension _____ Other _____
General Assistance Employment None _____

Education: K-8 _____ 9-12 _____ HS Diploma _____ GED _____ Some College _____
College Grad _____ Post Grad College _____ Voc Ed _____ Drop Out _____

Disability: YES / NO **Veteran Status:** Korea _____ Vietnam _____ Desert Storm _____ WWII _____

Residence Prior to Program Entry _____
Zip Code of Last Permanent Residence _____
Month and Year Person left Last Permanent Address _____
Household Members:

<u>Name</u>	<u>SSN</u>	<u>DOB</u>	<u>Sex</u>
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I, the undersigned, certify that the information furnished herein is true and correct to the best of my knowledge. I acknowledge receipt of the Right to Due Process statement provided by the _____ this date. I understand this statement and realize that all information is confidential.

(Client Signature) PROGRAM ENTRY DATE: _____
PROGRAM EXIT DATE: _____

(Intake Worker Signature) DATE: _____

**COLD WEATHER EMERGENCY SHELTER
EMERGENCY CONTACT SHEET**

(Name)

(Employer) ()
(Phone)

(Supervisor) ()
(Phone)

(Address)

(Doctor) ()
(Phone)

(Circumstances that relate to your health)

(Medications)

I attend the following church

()

(Priest / Pastor)

**IN CASE OF EMERGENCY AND I CAN NOT BE LOCATED,
PLEASE NOTIFY:**

(Name) ()
(Phone)

(Address)
(Relationship)

COLD WEATHER EMERGENCY SHELTER
INCOME/ NO INCOME STATEMENT

I, _____ STATE THAT I HAVE
NO INCOME. I RECEIVE MY FOOD AND CLOTHES FROM SOCIAL SERVICE
AGENCIES.

SIGNED _____ DATE _____

I, _____ STATE THAT I RECEIVE A
MONTHLY CHECK IN THE AMOUNT OF \$ _____ FROM
_____.

SIGNED _____ DATE _____

**COLD WEATHER EMERGENCY SHELTER
DECLARATION OF HOMELESSNESS**

Date: _____

To Whom It May Concern:

I, _____, am homeless and have been without a permanent place of residence since ____/____/____.

The reason that I am homeless:

I would appreciate any assistance in securing a more permanent place of residence.

Thank you,

Signature

**COLD WEATHER EMERGENCY SHELTER
RELEASE AND EXCHANGE OF CONFIDENTIAL INFORMATION**

Client Name _____ SSN ____/____/____

Client Name _____ SSN ____/____/____

I (we) _____
Hereby authorize _____, its officers, employees, and designees to access any and all information pertinent to my (our) case from service providers, such as the Department of Social Services, Department of Children's Services, Social Security Administration, Medical Personnel, etc., and from any previous landlords.

I (we) further agree to hold harmless and save the _____, its officers, employees and designees from any liability resulting from such exchange of information.

Client Signature

Date

Client Signature

Date

Intake Worker's Signature

Date

**COLD WEATHER EMERGENCY SHELTER
VOLUNTARY
QUESTIONNAIRE**

1. How did you find out about the shelter?
Agency /referral: _____
Newspaper: _____
Friend / Acquaintance: _____
Other: _____

2. How long have you been homeless?
0-3 months
4-6 months
7-12 months
More than 12 months?

3. What is the single biggest contributor to your homelessness?
Lack / Loss of job
Lack of affordable housing
Lack of affordable health care
Other _____

4. What is your age _____?

5. Are you personally aware of any person(s) sleeping in cars, outdoors, or in buildings that are not homes?
If yes, how many persons?

6. Do you have any medical history that we should be aware of?

**COLD WEATHER EMERGENCY SHELTER
RIGHT TO APPEAL PROCESS**

If you have been denied services, or you disagree with this decision?

If you disagree with the decision of the Program Manager regarding denial of services, you may have the right to appeal.

1. _____ will review and reconsider any decision if;
You appeal the decision in writing to the Department Director within 5 working days of being denied services, as follows:

**COLD WEATHER EMERGENCY SHELTER
Attn: Housing Director
400 B St.
Turlock, CA 95380**

Or

You may contact the office shown above within five (5) working days of being denied services, either in person or by telephone at (209) _____ - _____ to schedule an appeal interview

2. Following receipt of your written appeal, which may contain a contact telephone number or personal contact, you will be contacted within three (3) working days to schedule an interview to discuss the decision with the Department Director.
3. Once the appeal has been reviewed and heard by the Department Director and a decision to rescind or uphold is reached, the process is considered complete and any further appeals must be directed in writing to the _____ Executive Director. If the decision to deny is upheld by the Executive Director you may appeal in writing to Cold Weather Emergency Shelter Board.

**COLD WEATHER EMERGENCY SHELTER
CLIENT COUNSELING REPORT**

() Verbal Counseling () 1st Warning () 2nd Warning () Program Termination

Client's Name: _____

Address: _____

Telephone Number: _____

Site: _____

Date(s) of Violation: _____

Summary of Violation:

Corrective Action:

Copy of Rule or Policy violated given to client: ___Yes / ___No

Copy of this form given to client: ___Yes / ___No

Client's Signature

Date

Cold Weather Emergency Shelter Employee's Signature

Date

COLD WEATHER EMERGENCY SHELTER POINTS TO REMEMBER

1. No children are allowed in the shelter at any time when clients are present.
2. Volunteers and staff always eat last.
3. Smoking by clients cannot be done after 9:00 p.m. when lights are out, or before 6:00 a.m. and will only be permitted in front of the building.
4. If someone brings a donation, it is always accepted, and donors name and address is taken. Donations of caps, gloves, socks and hygiene items will be accepted at the site. All other donations will be accepted by appointment only.
5. If you need something, or have a question please write it down while you are thinking about it and place it in the suggestion box.
6. A woman never pats down a man and vice versa. If someone comes in and the appropriate staff is not available to pat them down, client must wait until appropriate staff member arrives. Everyone is patted down.

Coffee will be available by 6:00 a.m.

DATE: _____

COLD WEATHER EMERGENCY SHELTER SIGN-IN SHEET

1. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
2. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
3. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
4. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
5. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
6. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
7. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
8. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
9. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
10. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
11. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
12. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
13. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
14. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
15. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
16. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
17. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
18. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
19. _____ ___ BUS ___ OWN ___ BIKE ___ NONE
20. _____ ___ BUS ___ OWN ___ BIKE ___ NONE

COLD WEATHER EMERGENCY SHELTER WORKPLACE VIOLENCE POLICY

Effectively managing critical workplace accidents, especially those dealing with actual or potential violence, is a top priority of the Cold Weather Emergency Shelter. _____ is committed to providing a safe work place environment that is free of violence and the threat of violence.

- A. Violence, or the threat of violence, against any employee of the _____ is unacceptable, prohibited and will subject the perpetrator(s), in appropriate cases, to criminal prosecution.

- B. Violence, or the threat of violence, by any employee of the _____ is unacceptable, prohibited and will subject the perpetrator(s) to disciplinary action up to and including termination. In appropriate cases, _____ will seek criminal prosecution.

- C. The following actions by a _____ employee on the job (or a non agency employee who is working on Agency premises), undertaken against another Agency employee during the latter employee's working hours, or undertaken against an employee's family members will subject the employee to disciplinary action:
 - 1. Striking, punching, slapping or assaulting another person
 - 2. Fighting or challenging another person to fight
 - 3. Grabbing, pinching, or touching another person in an unwanted way (whether sexually or otherwise)
 - 4. Engaging in dangerous, threatening or unwanted horseplay
 - 5. Possession, use or threat of use of a gun, knife, or other weapons of any kind on _____ property, including parking lots or other exterior premises, Agency vehicles, or while engaged in activities for the Agency in other locations
 - 6. Threatening harm or harming another person, or any other action or conduct that implies the threat to harm

- D. Any employee who is the victim of any violent, threatening or harassing conduct, witnesses such conduct taking place, or receives a report of conduct prohibited by this policy (whether the perpetrator is an Agency employee or a non-employee), shall immediately report the incident to their supervisor and be followed immediately by a written report. Failure to properly report conduct prohibited by this policy may result in disciplinary action up to and including termination.

- E. No employee, acting in good faith, who initiates a complaint or reports an incident under this policy will be subject to retaliation or harassment based upon their report.

**COLD WEATHER EMERGENCY SHELTER
INCIDENT / ACCIDENT REPORT**

Date : _____

To: Executive Director
Immediate Supervisor

From: _____
Title: _____
Department: _____

Describe nature and full details surrounding incident / accident (continue on reverse if necessary)

Date of Occurrence: _____
Time of Occurrence: _____ a.m. / p.m.

Full name of person(s) involved in incident or injury: (continue on reverse if necessary)

1. _____
2. _____
3. _____

Were any injured persons employees of _____? Yes ___ No ___

LIST EMPLOYEES NAMES:

1. _____
2. _____
3. _____

COLD WEATHER EMERGENCY SHELTER HARASSMENT IN EMPLOYMENT POLICY

EMPLOYEE _____

Purpose

To define the _____ policy on the prohibition of harassment in employment.

Policy

Harassment of an applicant or employee by a supervisor, management employee or coworker on the basis of race, religion, creed, color, national origin, ancestry, physical handicap, medical condition, marital status, sex, age, or sexual preference is strictly prohibited.

Disciplinary action up to and including termination will be instituted for behavior described in the following definition of harassment.

Definition

Harassment includes, but is not limited to:

1. Verbal Harassment. Epithets, derogatory comments or slurs or unwanted sexual advances.
2. Physical Harassment. Assault, impeding or blocking movement, or physical interference with normal work or movement.
3. Visual Forms of Harassment. Derogatory posters, notices, bulletins, cartoons or drawings
4. Sexual Favors. Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature which is conditioned upon an employment benefit, unreasonably interferes with an individual's work performance or creates an offensive work environment.
5. Retaliation. Negative actions or acts taken in response to the filing of a harassment complaint.

I hereby acknowledge that I have read and understand the _____
Harassment in Employment Policy and will do my duty to comply with the Policy.

Employee Signature

Date

Witness Signature

Date

COLD WEATHER EMERGENCY SHELTER PROCEDURE FOR FILING COMPLAINTS REGARDING HARASSMENT IN EMPLOYMENT

- When an employee feels that they have been harassed as defined by the _____ Harassment in Employment Policy, they should file a complaint with the Personnel Officer so that an investigation can be performed.

- The Personnel Officer or designee will conduct an investigation of the complaint by interviewing the complainant and any witnesses to the alleged behavior. The Personnel Officer will also interview the individual(s) accused of harassment behavior.

- Based upon the results of the investigation, the Personnel Officer will make a determination regarding the validity and severity of any violation of the policy and recommend what action, if any, should be taken to correct the issues related to the complaint, including but not limited to, counseling, discipline or termination.

- The complainant will be advised at the conclusion of the investigation, if their complaint regarding harassing behavior was substantiated and in general terms, what remedial action will be taken against the individual(s) accused of harassment.

**COLD WEATHER EMERGENCY SHELTER
NONDISCLOSURE AND CONFIDENTIALITY STATEMENT**

I, _____, do hereby declare that:

1. For purposes of this Declaration, I understand that the following terms are defined and mean:

"Personal information" is any information that is maintained by _____ that identifies or describes an individual, including, but not limited to his or her name, social security number, physical description, home address, home telephone number, education, personal or financial matters, and medical or employment history. It includes information the disclosure of which would constitute an unwarranted invasion of personal privacy.

"Confidential information" is any information, which was entrusted to _____, including my department or myself, by another person, which was intended to be held in confidence or kept secret. This shall include any and all information that could cause the individual or his or her business financial harm or embarrassment, as well as anything that would be exempt from disclosure under the California Public Records Act.

"Unauthorized release of information" is the transfer or conveyance of any oral or written information, including information contained on computers, either orally or in writing, which is released without the authorization from the Department head; the written request of the employee; written request for public information; subpoena duces tecum or without any other legal means of authorization.

2. I am over eighteen (18) years of age.
3. I reside at: _____, _____, California 9____.
4. I understand and hereby acknowledge that by reason of my employment, I may come in contact with materials, information, and documents that are highly personal or confidential in nature.
5. I understand that much of the materials, information, and documents are confidential by law, and thereby are illegal to disclose, release, alter, modify, or destroy, except when required by law or by Court order.
6. I understand that unauthorized disclosure, release, alteration, modification, or destruction of any materials, information, or documents may not only subject me to civil and/or criminal liabilities, but are also grounds for dismissal from employment.
7. Additionally, I understand that my obligation and promise herein is not intended to prohibit my lawful reporting of information as provided in California Government Code Sections 53296 et seq.

8. With full knowledge and understanding of the nature of my position as a public employee, I make the following assurances and promises:
- A. I promise not to disclose any materials, information, or documents that I come in contact with as a result of my employment, except when required by law or by Court order, or upon direction of my superior;
 - B. I promise not to alter, modify, or destroy any materials, information, or documents that I come in contact with by reason of my employment, except when required by law, or by Court order, or upon direction of my superior; and
 - C. I promise not to use any materials, information, or documents that I come in contact with by reason of my employment for personal gain, financially or otherwise, or for the purpose of defaming or impugning someone's character.
9. I further acknowledge my understanding that a violation by me of any of the provisions of this declaration would be cause for termination from employment.

I declare, under penalty of perjury, that the foregoing is true and correct.

Executed on the _____ day of _____, 200__, at Turlock, California.

Employee Signature

USE AGREEMENT

THIS AGREEMENT is entered into by and between _____ (hereinafter "Provider") and the **CITY OF TURLOCK** (hereinafter "City").

WHEREAS, the parties hereto wish to provide winter shelter for the homeless for the period _____ (hereinafter "Operational Period"); and

WHEREAS, City has acquired property located at 400 B Street, Turlock (hereinafter "Property"); and

WHEREAS, Provider is qualified and willing to operate a homeless shelter for the Operational Period.

NOW, THEREFORE, it is agreed as follows:

1. Provider shall take possession of the Property on or about _____ or sooner, with consent of City, for the purpose of operating a winter shelter for the homeless for the Operational Period.
2. Provider shall operate the shelter in conformity with the Cold Weather Emergency Shelter Rules and Procedures attached hereto.
3. Provider shall be solely responsible for all repairs to and maintenance of the building and adjacent appurtenances.
4. Provider shall arrange and pay for all utilities.
5. Provider shall obtain and maintain public liability and property damage insurance for the Property to be effective during the Operational Period and, before taking possession, shall provide City with a policy endorsement naming City as an additional insured on the policy.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by and through their respective officers thereunto duly authorized on this ____ day of _____, 2006.

CITY OF TURLOCK, a municipal corporation _____

By: _____
Tim Kerr, City Manager

By: _____

Date: _____

Title: _____

APPROVED AS TO FORM AND LEGALITY:

By: _____
Richard C. Burton, City Attorney

Date: _____

ATTEST:

By: _____
Rhonda Greenlee, CMC, City Clerk

- 30. Weapons rules, what is a written warning going to do? Page 27 allows that if there is no one of the same sex to perform a pat down then none will be done. The weapons and pat down rule sets up a dangerous situation for staff and other clients. There should be no weapons or drugs or those that possess them in the shelter. Pgs. 6 & 25
- 31. Who is the "management team" at the shelter? There is no organizational structure for the operation or indication of who is responsible. Removed
- 32. Why should a person who is a threat be allowed to return the following night? Pg. 6
- 33. The Goal sheet has no instructions on how to use. Removed
- 34. What is the chain of command? Removed

Some questions regarding the Emergency Cold Weather Shelter were from a combination of the Transitional Housing Program and the Emergency Cold Weather Shelter. We have attempted to sort the questions and address them in the appropriate guidelines.

Unanswered Questions

1. Is there a management team or non-profit hired?
A non-profit has been identified.
2. When the rules were made what was the philosophical idea of a successful shelter?
To keep homeless persons safe, warm and dry during the winter months.
3. Is having a Winter Emergency shelter already been decided on?
Yes.
4. Will there be plans for job programs or day services?
The Emergency Cold Weather Shelter has a limited purpose which is to provide shelter during the winter months.
5. Did you look at policies and procedures from a small town prospective?
Policies and procedures from small cities were reviewed and portions were used to determine the best rules and regulations for our shelter.
6. If we are serving countywide, do the homeless go back to the City they came from when the doors close?
Homeless persons do not have a residency and are treated as Turlock residents.
7. Will the shelter create more problems?
The purpose of the shelter is to alleviate problems for Turlock.
8. If something goes wrong who is responsible?
The individuals causing the problem.
9. Are people properly trained to be alert for issues?
Staff is always looking for potential problems.
10. How do you determine where people are from if they don't carry ID?
Because they are in Turlock at the time they are deemed as Turlock residents if no ID is available.
11. Is there a required drug test?
No.
12. Is there a way to identify if people are under the influence of drugs?
Only to the extent that their behavior demonstrates.
13. Is there a way to identify if people are registered sex offenders?
Not at the present time.
14. If someone committed a crime in the area would they be allowed back into the shelter?
Staff assumes that they are not criminals and are permitted to enter.
15. Can we thumb print people?
No, it is impractical for a cold weather shelter.
16. What do we do if people are around our homes during the day?
If there a violation of the law, authorities should be contacted.
17. What is the staff trained in? Are they trained to know if people are on drugs or alcohol?
See question 9 and 12 of "Unanswered Questions" section
18. During the time they are in the shelter are their classes for them to focus on self-sufficiency?
No. The purpose of a cold weather shelter is to keep them safe, warm and dry during the winter months.
19. Is there a day time job search requirement?
No.

20. Will there be an increase in the need for law enforcement due to the shelter?
Shelter will provide 2 security guards. It is the opinion of the police Chief that additional law enforcement will not be required.
21. Who determines the non-profit that will manage the shelter?
The City Manager under the direction of the City Council.
22. What is a successful shelter?
One that provides a safe, warm and dry environment during the winter months with minimal disruption on surrounding neighbors.
23. What activities can be done during the day?
At this time no activities are being provided. The shelter will only provide evening shelter.
24. What protection will the businesses around the shelter have against vandalism or damage? There needs to be some accountability.
Additional private security will patrol the area surrounding the shelter. Any criminal activity should be reported to the police.
25. How do you determine where the homeless come from?
An intake information form is required to be completed upon entering the shelter.
26. Can we eliminate the use of federal funds?
Only if federal funds are replaced with other funds.
27. During operation hours of the shelter are there any classes to assist the homeless?
The shelter is not required to provide any services. In the past faith based organizations and other non-profits have provided services to the guests.
28. Why aren't there showers in the shelter?
City staff is currently working on making limited shower times available to guests.
29. If CARES pulls out what will happen?
Homeless population will have lost an important element in directing them toward independence.
30. What is the police role at the shelter?
To monitor criminal activity in and around the service area.
31. Who is the author or responsible for this document and under whose direction is it being prepared?
This document is being prepared by city staff under the direction of the City Manager. A requirement for shelter management will be to adopt the document.
32. What is the City objective for the shelter other than providing "emergency shelter"?
At this time it is to provide a safe, warm and dry shelter during the winter months. However, experience gained in operating the emergency shelter will ultimately enhance the operation of the permanent shelter.
33. The CSUS resource center is identified as being governed by a council of homeless adults. Where are the knowledgeable professionals from the County or the college that can provide guidance to help become self-sufficient? This appears to have no guidance for people who are homeless and need help.
Questions regarding the CARES program should be directed to California State University, Stanislaus
34. The safety discussion on page 4, middle paragraph is offset by the various sections that are not clear on keeping people that have weapons or drugs in their possession out of the shelter.
Weapons, drugs or alcohol will not be permitted at the shelter

35. Homeless, other than the mentally ill, are such because of either their choice or a personal failure in meeting their own needs or circumstances beyond their control. How can we ask those that fail at providing for themselves to govern themselves?
Refer question to the CARES program or CSUS
36. How can the Cold Weather Shelter Program endeavor to continue the CARES program if CSUS pulls out?
If CARES pulls out services would not be available to homeless persons.
37. Will people that are not working towards self-sufficiency be admitted to the shelter?
Yes, self-sufficiency is not a requirement of the program.
38. Will inebriated people be allowed in the shelter? Or those on drugs?
Yes, unless staff determines that they are a threat to themselves or to persons around them. Police will be notified if a threat is determined.
39. I thought the Public Policy Center was not involved in the shelter program and resource center and how are they involved with the CARES project?
The Center for Public Policy was retained by City Council to determine the community needs regarding homelessness.
40. How is the information validated as being truthful?
It is the assumption of staff that all of the information that is provided to them is correct.
41. How will confidential information be protected?
Federal laws have strict guidelines that require privacy and the storing of confidential materials. Because federal funds are involved the non-profit will be required to comply with these laws.
42. What is the purpose of an appeal?
To allow guests that have been denied access the opportunity to appeal the decision of the shelter staff.
43. How are the City's costs of operation of the program covered?
The City does not operate the program. The program is operated by the non-profit, selected by the City Manager under the direction of the City Council.
44. Are people first-aid trained?
The City of Turlock will require non-profit to have a minimum of 1 staff member trained in basic first aid.
45. Is there an emergency exit plan? There is no evacuation plan at shelter?
City of Turlock will require a plan.
46. What impact will a smaller center have?
Fewer persons will be able to receive a safe, dry and warm place to sleep at night.
47. How can a permanent shelter with a courtyard "alleviate negative concern" with those who do not actively "work toward their solutions" the homeless are not going to stay in the courtyard all day.
Courtyard relates to a year round facility, the Emergency Cold Weather Shelter will not have a courtyard.

Some questions regarding the Emergency Cold Weather Shelter were from a combination of the Transitional Housing Program and the Emergency Cold Weather Shelter. We have attempted to sort the questions and address them in the appropriate guidelines.