

# CHARACTERISTICS OF A SUCCESSFUL OVERNIGHT HOMELESS SHELTER

1. Sleeping Space
2. Access to Basic Hygiene
  - a. Showers
  - b. Toilets and Sinks
  - c. Laundry
3. Computers and Electrical Outlets
4. Storage for Personal Belongings
5. Mailroom
6. Code of Conduct Governing Resident Behavior

## What else should be included?

wifi

ACCESS TO FOOD

DIGNIFIED PRIVACY -- SOME DEGREE OF SPACE TO ONESELF.

READING MATERIALS SUCH AS EDUCATIONAL OR INSPIRATIONAL

Even worse for services that may bring someone out of homelessness into a job training opportunity

Access to human services and basic life skills community and job training resources

Access to Counselor - Case Mgr. offering help w/ security

Offers an "housing" option for people living in tents

CELL PHONES

Opportunities for surrounding community to engage w/ shelter residents.

Mental Health Services

Job Training/ Support Services

provide an address for job interviews

LIST OF INDIVIDUALS WHO HAVE LOST ACCESS DUE TO BEHAVIOR.

Need a path to affordable housing

SICK ROOM

Ample Greeting/ Reception/ Complaint facilities. Guidance on how to use.

Space to hang out while waiting or to just relax

snore room

Some privacy for couples

Aide that doesn't undermine the impact of the shelter for existing shelter residents. Should you provide the for residents who are not ready to leave the shelter?

a way to isolate those with contagious respiratory conditions

MAX AN ER

Max beds 12

## What are the barriers to a successful overnight homeless shelter?

distance from public transit

LACK OF ACCESS TO TRANSPORTATION OR SOCIAL SERVICES

bus schedules and too many bus changes.

Over crowding + lack of personal security

Need to have ability to leave facility early to return home to work (ie. bus schedule being able to leave)

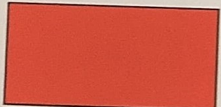
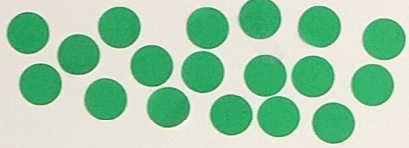
limited shelter space

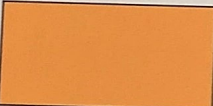
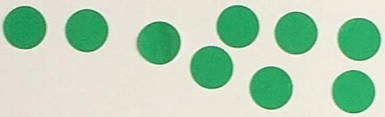
isolated location - we are all people!

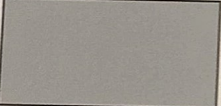

DIRECTIONS: ONE PERSON, ONE DOT. PLACE YOUR DOT BY THE ZONING CATEGORY YOU THINK IS MOST APPROPRIATE.  
COLOR OF DOT DOES NOT MATTER.

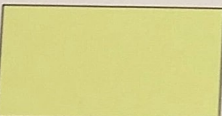

# WHICH ZONES SUPPORT HOMELESS SHELTER SUCCESS?

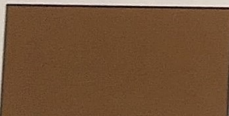

## Generalized Zoning

 Commercial 

 Office 

 Light Industrial 

 Single Family 

 Multi-Family 

PLEASE

SHARE

MORE

THOUGHTS

HERE!

Shelter should be located where residents have access to other public services and not be likely to separate from residential users.

Since most faith communities offer shelter are located in areas other than commercial + industrial. Higher density to allow higher density areas.

CAUGHT AREA IS GREAT

I would say - Commercial - Multi-family - could work with shelter considerations for multi-family and industrial

Commercial / Office

Absolutely NO where near SF

Where people normally live

COMMERCIAL OFFERS POTENTIAL SO WOULD WANT INDUSTRIAL. ALSO BETHLEHEM ALY HAVE BUS SERVICE

Anywhere with easy access to transit + services

Eastgate location NOT the best. - Visi-dwells - schools - day care / preschool - Wooded area

MUST HAVE ACCESS TO TRANSIT/RENT UP

Commercially open close to transit / services

New multi-family Residential is usual secure + good consumption. They may be suitable for a shelter

Allow near Medical Institutions (hospitals)

Away from wooded areas, greenbelts

Avoid clustering

Wherever this goes if must have access to services (transportation, health care)

Allow shelter to be in the hotel / motel zones today which is several zones

Limit Large shelters (500 beds) to downtown, high density, Medical or commercial

For your BELIEVER MENTORS WHO USE THESE SERVICES.

The best must be seen as there is to find more than shelter (shelter)

Not in a wooded area by Belmont College!

I think the shelters should be in residentially commercial. The residents must access to jobs!

Shelter should be permitted in more than one of these zones.

# PERMIT APPLICATION REQUIREMENTS

1. Code of conduct for shelter residents
2. Location map depicting the proposed shelter site within the city
3. Site plan depicting property lines, building location on the property, entrances and exits, parking locations, and landscaped areas
4. Architectural drawings of the exterior
5. A draft Good Neighbor Plan which would address public safety and operating protocols
6. Photos of the area surrounding a proposed site

What other information would help you provide comment to the city on a proposal?

Who will provide security for surrounding properties? Who pays?

LEED

Length of stay, length of interim before next stay, length of 2nd stay

Will they abide by components of Landlord Tenant Law / Rules?

On-site manager lives there

No exposed windows on 1st floor

Yearly inspections

Separate entrances from Retail  
i.e. 50' away

Criminal Background checks

Time limit for sale of bldg to next owner.

distance from  
- schools  
- 55' facility

Verification that surrounding facilities have been informed & have mitigation plans

Who will pick up the garbage?  
- Homeless care clients

A Good Neighbor Plan should include opportunities for business residents to volunteer to help w/ shelter ops.

Opportunities for shelter residents to volunteer in the community as part of good neighbor plan.

Maximum occupancy (number of beds)

COP

COP

SHELTER POPULATION

THOSE WHO WILL LEAVE HOMELESSNESS EVEN IF YOU DON'T HELP THEM

THOSE WHO WILL LEAVE HOMELESSNESS BECAUSE YOU HELP THEM

THOSE WHO WON'T LEAVE HOMELESSNESS EVEN IF YOU HELP THEM

# WHAT SHOULD BE IN A GOOD NEIGHBOR PLAN?

1. Property maintenance plan
2. Safety plan
3. Code of conduct
4. Communications plan
5. Performance review

## What else would you include?

- Opportunity for neighbors to be neighbors to shelter.
- Volunteer Opportunities
- Neighborhood gathering - meet/greet
- Opportunities for those in shelter to care for the neighborhood.
- Return on Investment -> report on success measures
- Follow up of those turned away for behavioral issues
- Regularly scheduled meetings of neighborhood group
- Who enforces Code of Conduct + Safety plan?
- Bar List\* kept by provider  
\* clients barred from future service
- Patrolling the neighborhood - especially @ night
- Enforcement of existing laws! Camps/ RV parking NOT BEING ENFORCED
- What recourse does neighborhood have if has enforcement problems?
- 24/7 security of park/rides/transit
- 24/7 Hotline to call shelter
- City to have a hotline for displaced needs for shelter area. Not shelter based city response
- GOOD NEIGHBOR PLAN SHOULD HAVE CITYWIDE INPUT - BEFORE SITE SPECIFIC
- Plan for neighborhood group - neighbors, shelter, public safety, city representatives
- Define success: For residents, For public safety, outline recourse if goals not met
- Clean surrounding area - shelter & neighbors determine radius
- Measurable Metrics  
Include reports on # Code of Conduct violations
- How are shelters accountable for performance?
- plan + \$ for mitigation for surrounding community impacts  
example: fence lighting
- Need to have criteria for Pass/fail assessment of shelter performance
- Public Health Cleaning standards keep it a other infectious Diseases
- How public safety issues are tracked + reported.
- Shelter has insurance policy - cover acts of clients -> increase of doing business high impact business policy
- Safety Plan include shelter BPD coord. response.  
increase BPD response as needed to rising crime enhanced presence.
- This is an opportunity for neighbors to be good neighbors to shelter - not just vict vetsa.
- education for public on what it means to be unhoused
- guidelines on where people who are turned away from the shelter go.

# OTHER KEY TERMS

1. "Homeless Services Use" refers to the collection of uses established for the purpose of providing services to individuals who are experiencing homelessness.
2. "Operator" means any person, partnership, corporation or other organization of any kind that is proposing or proposes to site and operate a homeless services use.

## What other basic terms should be defined?

Low  
Barrier

Low Barrier  
definition  
is changeable  
should be  
signed up +  
affected by  
market

SERVICES?  
- Home / health  
- drug abuse  
- job coaching  
- ...

public  
facilities  
(not clear -  
does it mean  
public restrooms,  
city buildings?)

Permanent  
Shelter

Temporary  
Shelter

Transitional  
Housing

Definitions of  
emergency shelter  
shelter  
respite center  
low barrier  
low barrier  
permanent shelter  
medical services  
etc. in typical residential  
units or structure

EMERGENCY  
SHELTER

Permanent  
&  
Temporary

Check how  
services  
all defined  
can be  
for Northern  
European model

# CHARACTERISTICS OF A SUCCESSFUL HOMELESS DAY SERVICES CENTER

1. Access to Food
2. Seating
3. Meeting Rooms/Community Spaces
4. Access to Basic Hygiene
  - a. Showers
  - b. Toilets and Sinks
  - c. Laundry
5. Support Services that Lead to Housing Stability
6. Medical and Dental Assistance
7. Computers and Electrical Outlets
8. Storage for Personal Belongings
9. Mailroom
10. Code of Conduct Governing User Behavior

## What else should be included?

Mental health services

mental health services

SICK ROOM

Job training and search services

Parking for those with vehicles

Addiction supports

Education to the housed population on what it means to be unhoused

mail & internet uses

MENTORING LIFE COACHING

Nap space

Place to charge electronic devices

Medical & Dental services

Voice mail for clients

Mailing Address useable by homeless

Clothes to use for job interviews

Soap, shampoo & clean towels

Ample Garbage/ Recycling/Compost facilities. Guidance on how to use them

Repair equipment for tents/clothing/sleeping bags/etc

near an ER

Close to shelter

Jumper cables & other emergency aids

## What are the barriers to a successful homeless day services center?

Lack of access to transportation

Lack of access to services

Too many bus changes

ADEQUATE SPACE mobile for Medical/Dental vehicles

Barrier if services are not located next to shelter

poorly located services and a sense of distance of different services and departments