

# Night-By-Night Shelter Jam Session

## Veterans' Memorial Museum, Chehalis, WA

### Nov. 1, 2022, 1PM–3PM

**Purpose:** to solicit input from service providers as to how a future Night-by-Night Shelter at 2025 Kresky Ave in Chehalis should operate to best dovetail with, and take advantage of, the providers' services.

**Background:** Last Spring, the County hosted a public forum seeking community input on how a Night-by-Night Shelter for people experiencing homelessness should work to reflect our local values. Two key points in particular emerged clearly from that session:

- The location of the shelter was key to both ensure its effectiveness and mitigate its impacts on the surrounding community.
- The shelter should be nested within a hub of supportive services addressing mental and physical health, substance abuse, life-coaching, education, job training, peer support, transitional housing / bridge to permanent housing, transportation, childcare, and daytime storage. It should engage with public, private, and faith-based community partners to ensure such services' presence.

**Shelter Location:** To serve the first of these community-identified goals, Lewis County fixed the location for the shelter in an area meeting the public's criteria. The location is 2025 NE Kresky Ave (the public services building across from Yardbirds and next to the WSECU building), and could be vacant as soon as Spring 2023. This location:

- has no immediately surrounding residential neighborhoods
- is a large, versatile space providing options for design and operations
- neighbors the WSECU building, slated to become the new county animal shelter
- sits between Centralia and Chehalis's downtowns, outside of each, but accessible to both
- is on transit
- lies in a zone that permits:
  - commercial uses, including personal and professional services
  - hotels—under a state law passed last year, this means that transitional and emergency housing are allowed, subject to permitting by the City of Chehalis.

In short, the location responded to the public's concerns. Fixing the location makes planning for the shelter and mitigating its impacts more concrete and doable.

**Proposed Jam Session:** To serve the second community goal, the County sought input from service providers of all stripes on the following question:

**How should the shelter operate to best dovetail with your services?**

### Goals for the Session:

- Catalogue who service providers are and the relevant services they provide
- Generate and discuss ideas for different aspects of the shelter's operations
- Improve future responses to request for proposals to operate the shelter
- Identify topics for future session(s) if they arise

### Preparation for the Session:

- A broad array of about 60 service organizations were invited
- The invitees received a read-ahead including materials similar to those above
- The invitation asked organizations to:
  - fill out an online page about their organization and its services (Padlet)
  - think about how their organization will relate to the shelter
  - come to the session to jam on this topic!

## The Jam Session Itself

Attendance: Over forty participants from 28 organizations attended. Please see the Invite and Attendee list, below.

Introduction: The session began with an introduction including the information above, plus one further point: a parking lot. The parking lot was a space to recognize topics that were not directly related to the night-by-night shelter's operation, but merited further discussion, perhaps at a future session.

### Framework Discussion

Participants then were presented with a conceptual breakdown of a single day's schedule at a Night-by-Night shelter, as a framework for the discussion:

- Setup for Opening
- Opening
- Intake
- PM Programming
- PM Meals/Provisions
- Other Necessities
- Sleeping / Overnight
- Wake Up
- AM Meals/Provisions
- AM Programming
- Cleanup / Pack up [of individuals]
- Outflow
- Close Up [of the facility]
- Cleanup / Reset [of the facility]
- Interim

Participants discussed the framework, identifying Storage as an issue missing from it: People come to the shelter with belongings; they will not stay unless it is clear that they can store their belongings when doing so. Storage was included with Intake and Opening to reflect this insight.

Participants asked whether the shelter would be open 24-hours. The “Interim” slot was proposed for discussion about a 24-hour model rather than a model closing each day.

There were no other additions or modifications to the framework.

The law enforcement participants noted some concerns not directly addressed by the framework, specifically: security inside and outside the facility; vehicle storage / short-term parking; and long-term parking if people stayed in their vehicles nearby rather than staying in the shelter. These issues went into the Parking Lot to flag them for discussion and ultimately featured in some of the full group discussion later. Still, more treatment of these issues may be warranted in a future session.

### Small-Group Discussion

Participants broke into small groups to discuss portions of the day; specifically, how they should occur to make best use of services. The small groups addressed:

- Opening, Intake, & Storage;
- PM Programming;
- PM Meals/Provisions & Other Necessities;
- Sleeping / Overnight;
- Wake Up & AM Meals/Provisions;
- AM Programming;
- Cleanup / Pack Up & Outflow; and
- Setup for Opening & Interim.
- [There were no takers for a “Close Up & Cleanup / Reset” small group.]

The small groups had the following resources on their tables:

- A copy of the read-ahead summarizing the introduction;
- A floor plan of 2025 Kresky;
- A site plan and maps of the area around the site;
- A link to the Padlet in which providers had supplied their information;
- A summary of the same information in table form, for readability; and
- The list of providers invited, for brainstorming purposes.

Participants asked if the AM and PM Programming groups should be a single combined Programming group. The groups remained separate but were invited to collaborate.

Participants proposed ideas even if they were not currently funded, to generate program concepts for which funding could be sought.

After a period of initial work, the small groups synthesized their discussions into posters from which they could report out to the full group for group discussion.

## Small-Group Report and Full-Group Discussion

Each small group reported its suggestions to the full group. The posters reported were:

**Opening**  
- Transportation  
- Bus line - are they running

**Intake**  
✓ HMIS for CE Assessment  
ROI signed  
Client sign-in  
**Client Needs**  
- Provider → MH, Veterans, Housing  
- Medical

**Storage**  
have lockers  
w/ key locks  
label each locker w/ assigned key  
sign-in sheet  
Receive key @ Intake  
Sign waiver - 30 days

**Opening**

**Intake**

**Storage**

**PM Programming**

Time frame: 12p-8p  
\* Really need to go through intake process  
\* Need a coordinator to make sure programming doesn't conflict w/ essential needs

**Types of programming**

- Case management - needs assessment
- job skills training (resumes, interviewing, etc)
- housing services
- behavioral health
- peer support
- SUDP
- HS diploma/GED classes
- college and career advising
- continuing education
- neurodiversity navigation
- life skills classes
- medical benefits
- income benefits
- medical services
- how to follow up w/ any of the programming
- supportive employment

**PM Programming**

**MISSION**  
TO END HOMELESSNESS

○ Consider making some limited clinical staff to increase intake opportunities

**MEALS & PROVISIONS**

MEALS

- PROVISIONS/KITCHEN
- \* ALTERNATE FOOD IS SYSTEMS OF THE ROAD
- \* CONVENTIONAL MODEL
- MEAL PROVIDED ON WALK OUT THE DOOR TO LUNDBERG
- \* NOT RIGHT BY NIGHT

**PROVISIONS/TOWELS/ETC/ OTHER SERVICES**

- ✓ ~~COOL~~ MAIL BOX
- LINENRY
- SHOWERS
- BEEP MEDICAL TRINGS
- ✓ RESOURCE SPECIALIST

**PM Meals / Provisions**

**Other Necessities**

**Sleeping / Overnight**

- Adult Separation/Family
- ADA Info, Sleeping Accomodations
- Security/Cleaning bedding - Staffing Overnight Medical
- Capacity
- Hours of Operation/Sleeping hours
- Meal Prep

**Sleeping / Overnight**

**WAKE-UP + PROVISIONS/MEALS**

- 24/7 open
- MRES?
- Provisions depend on night - by - night or 24/7
- Hygiene services?
- ↳ Cost for building modifications
- Wake-up @ 6:30 am to accommodate schools & service providers
- Be ready for services at 8am

**Wake Up**

**AM Meals / Provisions**

**AM Programming**

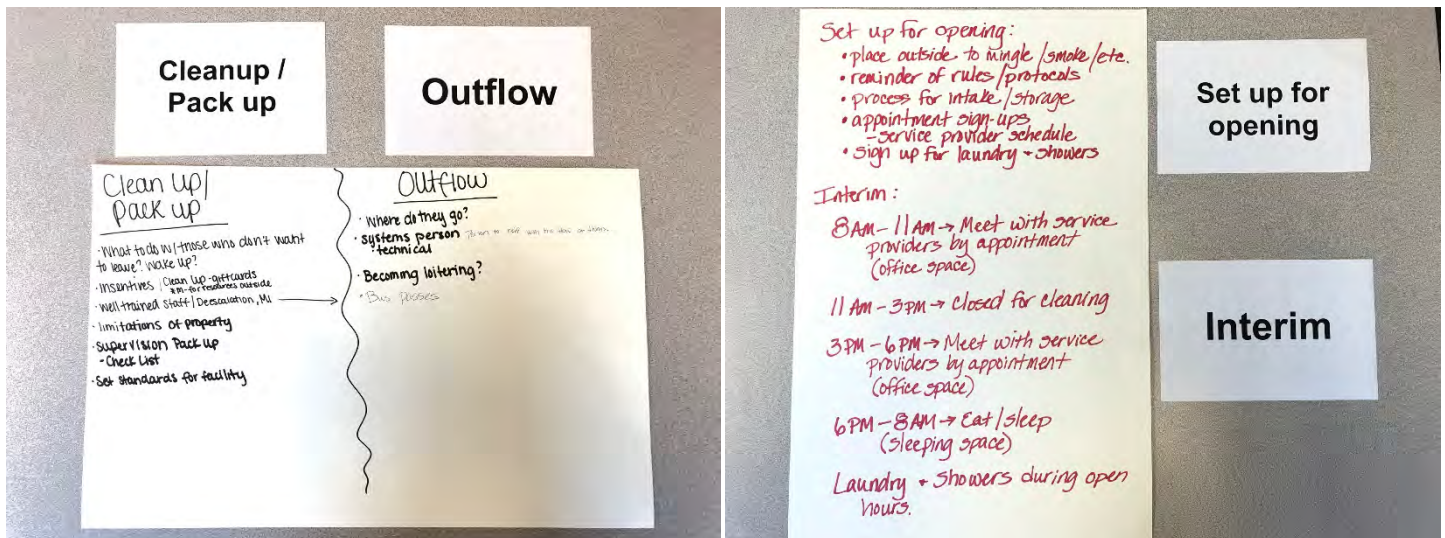
Time frame? 8 to 10(ish)am  
\* outreach Coordination

- referrals to:
  - mental Health
  - Supportive Housing Services
  - Supportive Employment
  - SUD - Veterans Services
  - Food - Clothing
  - diversion Services
  - Crisis Intervention
  - C.E. - mail Services
  - Medical - Dental
  - DSHS

**NEED \* TRANSPORTATION**

→ Will twin transit increase services  
→ Can a van be provided to transport to services

**AM Programming**



These reports produced full-group discussion on the accompanying topics, which are summarized below. A Padlet reflecting this information appears in the attached materials.

### Opening & Intake

- Transportation - bus line running at opening?
- Intake:
  - Initial question - are you staying for the night or just eating/accessing services?
- Separate different populations directly at intake?
- Test out intake. Go through this process.
- Put data into HMIS for Coordinated Entry
  - How does it work practically, because it takes time?
- Release of Information signed
- There should be a sign-in sheet for numbers and safety
- Have a client-needs conversation/assessment.
  - MH, Veterans, Housing, or medical needs.
  - Should have an intake form. But what about multiple languages, dysgraphia, trouble reading, fear of providing information, etc.?
- Establish mail service.
  - But, is NBN the place to receive mail?
  - There is general delivery, but it has limitations.
  - Gather and LC Gospel Mission offer some mail services for clients.
- How does this process flow? Concern about length of time and institutional complexity of this. Some people coming only for a place to sleep.

### Storage

- Have a locker system. Visibly safe storage for clients.
- Use keys, not codes, because of memory concerns
- Label each locker with assigned key and vice versa
- Use a sign-in sheet to receive key at intake
- Sign waiver - 30 days to claim your belongings
- Have a system for handling complaints about lost or stolen items. This always, always, always comes up.

## **PM Programming**

- Time frame: Noon-8PM?
- Don't underutilize the building. It is a good location; put services there.
- Need an intake process to determine client needs - a coordinator should try to match programming to needs.
  - Needs assessment during programming, if not at intake
- Model: Classes/workshops in concurrent sessions
  - Consider interchangeable AM/PM programming
- Types of programming:
  - Case management (coordinator, needs assessment)
  - Job skills training - resumes, interviews
  - Help finding supportive employment
  - Housing services / planning / coaching
  - Behavioral health / SUD services
  - Peer support
  - Education:
    - High school/GED curriculum
    - College/career advising / pathmaking
    - Continuing education
    - Study space/tutoring for enrolled kids
    - Kids after school programming
  - Neurodiversity navigation / personal management
  - Life skills classes
  - Medical & income benefits
  - Medical services
- Programming should always address how to follow up with any of the services being offered
- Where should these things be? What on site, what off site?

## **PM Meals / Provisions**

- Need a commercial kitchen on site, or food brought in from a commercial kitchen.
- Partnerships: food provider need not run the shelter
- Conventional model: one meal on the way out to prevent an eating-only stop where people otherwise don't stay
  - Could there be an alternative for people just wanting the meal? One idea: a kitchen area to provide own meal.
  - Is it a problem if they eat but don't stay? Yes, if they take a spot of someone who needs to stay
  - Shelter vs. soup kitchen model
- Alternative model is to "pay" for food by working at site
- Neither model fits a night-by-night
- Will want to provide more meals. Don't want hungry, angry people.
- Hard to care about programming when hungry

## **Other Necessities**

- Remember mission: to end homelessness
  - Consider hiring some licensed clinical staff to increase internship opportunities at shelter
- Provide things food stamps don't pay for:
  - Toiletries
  - Hygiene supplies
  - Socks
  - Other basic necessities
- Mail Services (see discussion in Intake about mail service)
- Laundry
- Showers
- Brief medical triage or basic care
- A resource specialist (addressed in Intake and Programming)

## **Sleeping / Overnight**

- Population separation - single adults by gender, and families
- Need ADA accommodations and info about that
  - Hearing accommodations are needed and should be addressed in the shelter design or staffing
- Nighttime staffing
  - Security - law enforcement or hired?
  - Medical staff - what level of credential?
- Cleaning and laundry implications
  - Must clean every cot used every day
  - Bedding on the cot also must be cleaned every day
  - The cleaning may not be needed daily if you pre-assign reserved beds from one night to the next - but it is a NBN
  - You need a commercial laundry on-site or as a partner
  - If you have only a residential washer/dryer, you will have occupancy limitations based on laundry capacity
- Sleeping hours: 10PM-6AM?
  - How strictly can the sleeping hours be kept?
    - Meal prep for AM meal will have to occur overnight.
    - Jail release can be at any time, even 1AM.
  - Consider what else you do on the cot.
    - Do you eat on the cot? Do programming?
- Showers overnight
  - Bath materials and towels provided?
  - How often can one shower?
  - Will showers be required?
  - Site design: how many showers will there be?
- Durability needs
  - Design the cots to be very heavily used.
  - Sanitation facilities as well -- constant moisture.

## **Wake Up & AM Meals / Provisions**

- Consider 24/7 hours as opposed to NBN.
  - This leads to staffing issues, though!
  - Provisions depend on whether it is a 24/7 or NBN model because of lack of any interim closed period
  - Ready-made morning meals (MREs) could help
- Hygiene services at wake up
  - Showers, socks, toothpaste, toothbrush, hygiene kit
  - Building modifications to allow many people to shower and use the bathrooms will be a significant cost.
  - Internal changes (showers, e.g.) plus sewer outflow
  - Consider portable facilities instead of a remodel?
- Schedule:
  - 6:30AM up, to get ready for school or services at 8AM
  - Could close at a certain point of night to newcomers; once you are in, you are in for the night.
  - Open during the day for services
  - Some work during the night and need to sleep during the day. 24/7 could accommodate them, NBN can't.
  - Some people may need to rest during the middle of the day for health reasons. 24/7 can accommodate, NBN can't.

## **AM Programming**

- Begins after wake up, showers, and food
- 8AM-10AM
- Referrals from programming the night before
  - Staff conference re: client needs from intake
  - Use intake form from night before to right-size the services
  - Go through paperwork with clients, do not simply ask them to fill it out
  - Have consultation rooms
- New and additional referrals that morning
- Outreach coordination: work with people to link them to their next destination
  - mental health treatment
  - supportive housing services
  - supportive employment
  - SUD treatment
  - Veterans' services
  - food
  - clothing
  - diversion services
  - crisis intervention
  - Coordinated Entry
  - mail services
  - medical treatment
  - dental treatment
  - DSHS and social services



- Transportation is a key need for everything.
  - Only one bus an hour. Need more.
  - Will Twin Transit increase this?
  - Or can shelter have its own bus or shuttle?
  - Cost of transportation to clients. Free passes?
- Shelter programming and handoff will have to coordinate with several agencies

### **Cleanup / Pack Up**

- Incentives to help have clients support cleanup
  - gift cards or vouchers for other outside resources
- What happens if people don't want to wake up or go?
  - Trained staff for de-escalation, MH experience
- Property going missing - must have plan for this
  - See storage discussion.
  - People always want to get into their property, need system for access, but then security is an issue.
- Supervision of pack up
  - Checklist of things for people going
  - Set standards for the facility and follow them

### **Outflow**

- Where do they go? Need step-up facilities!
- Look into examples from other rural NBN shelters?
- For practical process of outflow, bring in a systems person to design this technically
- Loitering - how to reduce it - need places to go.
- Bus passes to facilitate getting somewhere

### **Close Up & Cleanup / Reset** – [No participants chose to be in this group.]

### **Interim**

- 24/7 or NBN? This dictates whether there is an "interim."
  - There was a lot of support for a 24-hour model, which could do more.
- Proposed NBN schedule (predated 24-hour discussion):
  - 8AM-11AM: appointments with providers
    - Sign up the night before
    - Office space separate from sleeping area.
  - 11AM-3PM: closed for cleaning and sanitizing
  - 3PM-6PM afternoon services in office space
  - 6PM-8AM sleeping space open, office space closed.
    - Meals, eat and sleeping.
    - Laundry / showers anytime except sleeping time
- Issues to be addressed
  - Separated space for men, women, and families.
  - Combining these groups is chaotic otherwise.
  - Safety is an issue in a low barrier space
- Flyer with other services for time closed

## **Setup for Opening**

- 24/7 or NBN? This dictates setup.
  - The discussion of a 24-hour model included a kind of day-area / night-area physical distinction, where beds would be closed off during the day, but a day area would remain open for services.
- Place to hang out before you can come in.
  - Smoking area.
- Reminder of rules / protocols before entry.
  - Process for intake / storage.
  - Appointment sign-ups with service providers.
  - Schedule of each service provider
  - Sign-ups for laundry and showers

## **Parking Lot**

The parking lot of topics not specifically addressed in the meeting included the following:

- Overarching goal: end homelessness, not just provide services
- Vehicle storage at intake or when waiting before and after
- Parking will be an issue. People stay in vehicles, long term parking.
- Security inside and outside facility
- Step-up facilities – where do you go? What onsite, what offsite?
  - Need a "first step out" facility. Pallet housing project?
- Populations - how low barrier? Any disallowed populations?
- Expectations for conduct in shelter, and what happens if you don't meet them
- Demand increasing especially in light of new county policy regarding encampments

After the session ended, participants had the opportunity to remain and chat privately if they chose.

**Attachments:** The following materials are attached for further review.

- The floor plan, site plans, and area maps of the future shelter
- The Padlet in which service providers described their organizations
- A spreadsheet of that Padlet for readability
- The Invite and Attendee list for the Session
- The Padlet of the full-group discussion

## **Thank You!**

Lewis County thanks all of the providers who attended or provided feedback. Further comment or feedback on these notes is welcome.

# 2025 Kresky (Public Services Building) Floor Plan



Cubicle Sizes  
 4-5.5'x10'  
 2-7'x9'  
 2-7.5'x10'  
 11-8'x8'  
 2-8'x9'  
 13-8'x10'  
 1-8'x22'  
 1-9.5'x10'  
 2-10'x10'  
 1-10'x16'

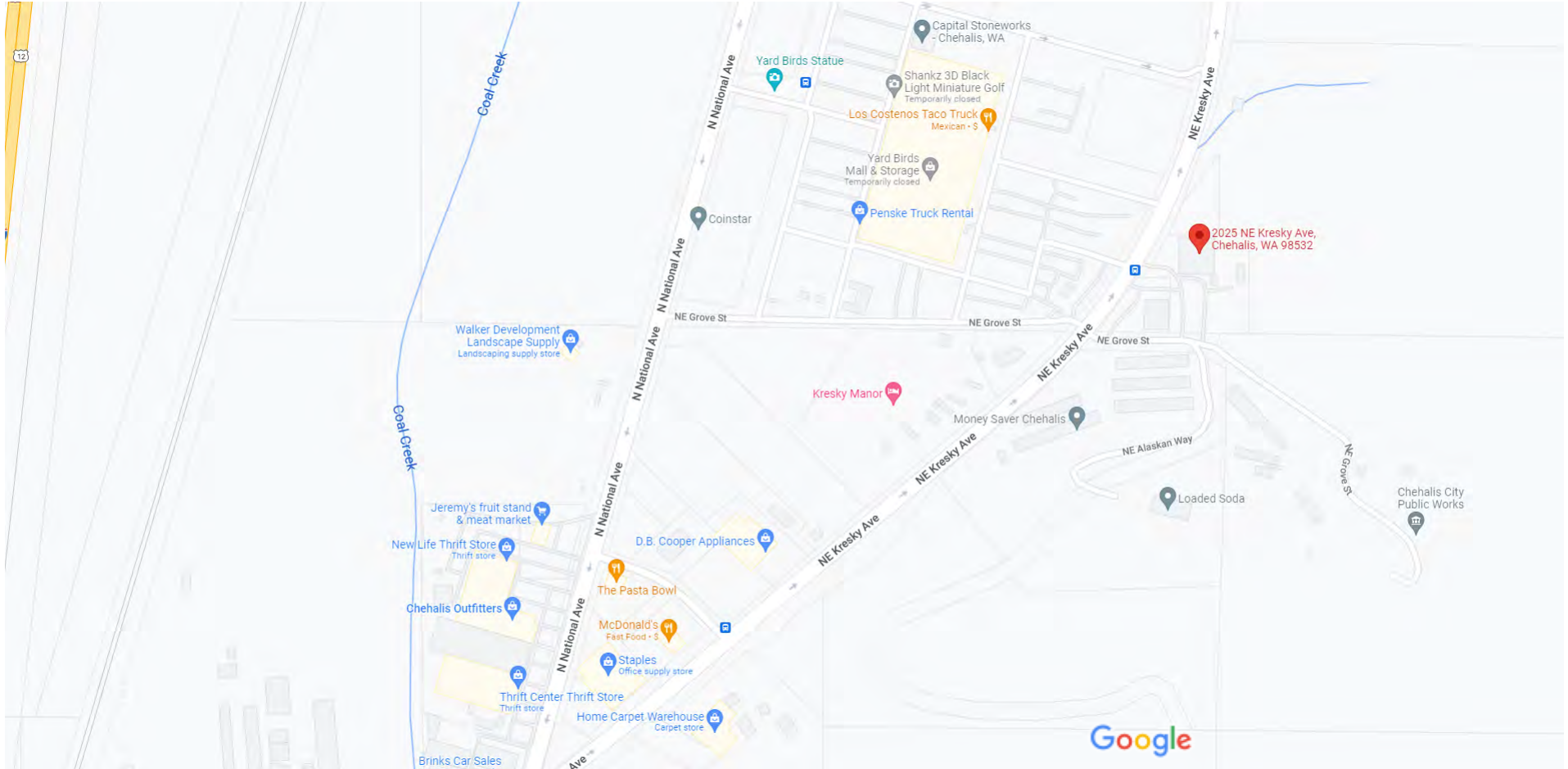
Office Sizes  
 As shown on the plans

All dimensions all rounded down to the nearest 0.5'.

**FLOOR PLAN 2006**  
 SCALE 1/8" = 1'0"

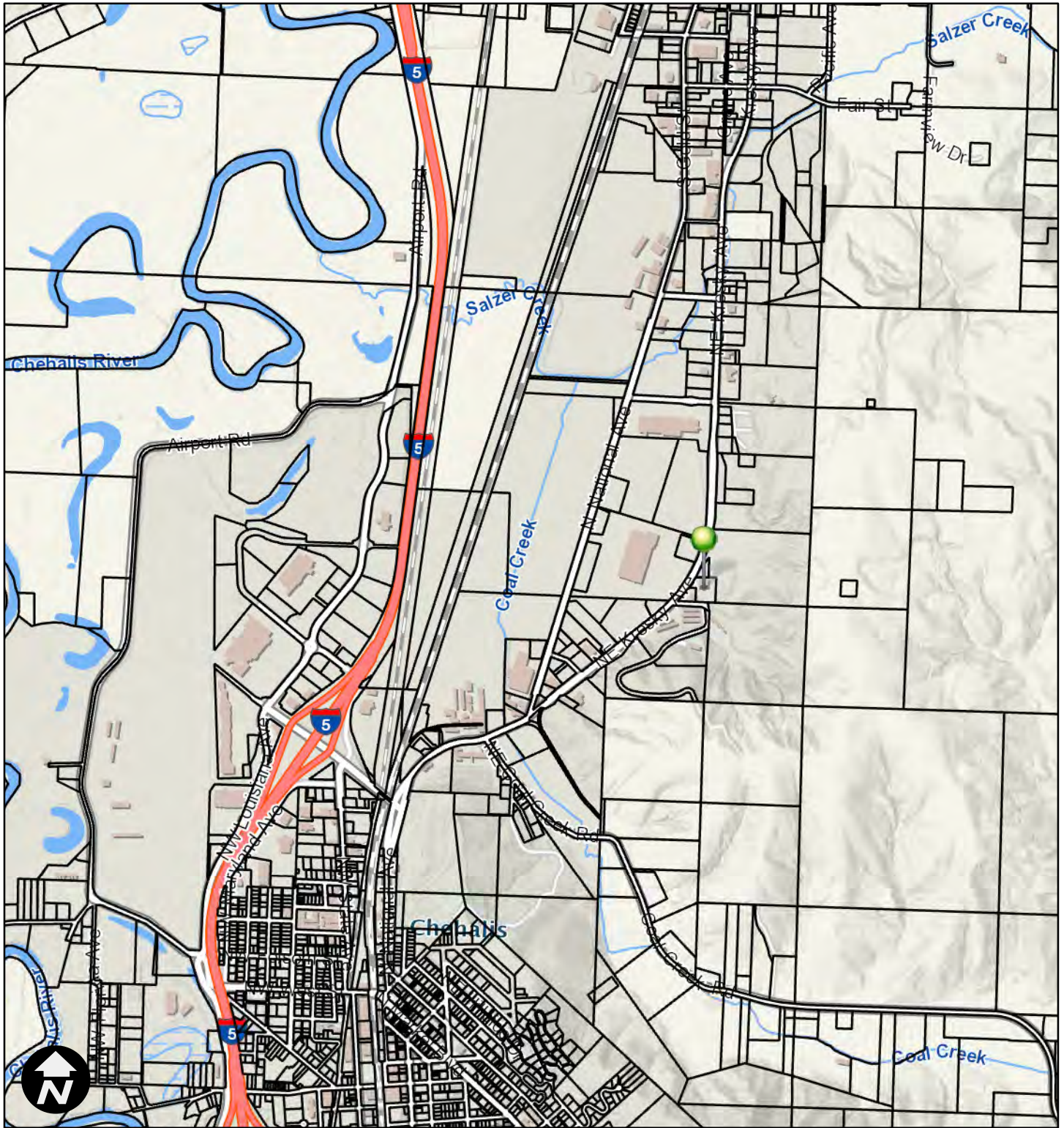
==== Existing Walls  
 --- Proposed Partitions  
 --- Proposed Windows

# Google Maps 2025 NE Kresky Ave



Map data ©2022 200 ft

# NBN Shelter Vicinity (Green Pin is Shelter)



10/19/2022, 2:05:33 PM

1:22,000

Parcels

0 950 1,900 3,800 ft  
NAD 1983 StatePlane Washington South FIPS 4602 Feet



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# NBN Shelter Vicinity Aerial Photo (Green Pin is Shelter)



10/19/2022, 2:09:18 PM

1:22,000

Parcels

0 950 1,900 3,800 ft

NAD 1983 StatePlane Washington South FIPS 4602 Feet

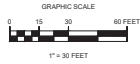


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# Revised Site Plan

## 2025 KRESKY AVENUE NE A PORTION OF THE NW 1/4 OF THE SE 1/4 OF SEC. 20, TWN. 14 N., RGE. 2 W. W.M. LEWIS COUNTY, WASHINGTON.



### SITE DESCRIPTION

APN 02165002002  
2025 KRESKY AVENUE NE  
CHEHALIS, WA 98532

### LEGAL DESCRIPTION

"PARCEL B" AS SHOWN IN BOUNDARY LINE ADJUSTMENT NO. BL-06-126,  
RECORDED UNDER AUDITOR'S FILE NO. 3268586.

### VERTICAL DATUM

NAVD 1988 VERTICAL DATUM ON ORTHOMETRICALLY CORRECTED GPS  
OBSERVATIONS USING WSRN AND GEOID 2012A.

### BASIS OF BEARING

NAAD 1983/71  
WASHINGTON STATE PLANE SOUTH PROJECTION, BASED ON GPS  
OBSERVATIONS USING WSRN AND GEOID 2012A. UNITS OF MEASUREMENT  
ARE US SURVEY FEET.

### UTILITY NOTES

1. SURFACE UTILITY FACILITIES ARE SHOWN HEREON PER FIELD LOCATED  
VISIBLE EVIDENCE. THERE MAY BE UTILITIES THAT EXIST ON THIS SITE OTHER  
THAN THOSE GRAPHICALLY DEPICTED HEREON.
2. UNDERGROUND (BURIED) UTILITIES SHOWN HEREON ARE BASED ON  
COMBINATIONS OF VISIBLE SURFACE EVIDENCE, UTILITY LOCATOR MARKINGS  
AND RECORD DATA (SUCH AS AS-BUILT OR UTILITY DESIGN DRAWINGS). ALL  
UNDERGROUND UTILITIES SHOWN HEREON ARE APPROXIMATE AND IN SOME  
CASES, ARE SHOWN AS STRAIGHT LINES BETWEEN FIELD LOCATED SURFACE  
UTILITY FACILITIES. UNDERGROUND UTILITIES MAY HAVE BENDS, CURVES OR  
CONNECTIONS WHICH ARE NOT SHOWN.
3. ALTHOUGH LOCATIONS OF UNDERGROUND UTILITIES BASED ON UTILITY  
LOCATOR MARKINGS AND RECORD DATA (SUCH AS AS-BUILT OR UTILITY  
DESIGN DRAWINGS) ARE DEEMED RELIABLE, AHBL, INC. ASSUMES NO  
LIABILITY FOR THE ACCURACY OF SAID DATA.
4. CALL 1-800-424-5555 BEFORE ANY CONSTRUCTION.

### EQUIPMENT USED

"T" TOTAL STATION UTILIZING STANDARD FIELD TRAVERSE METHODS FOR  
CONTROL AND STAKING.

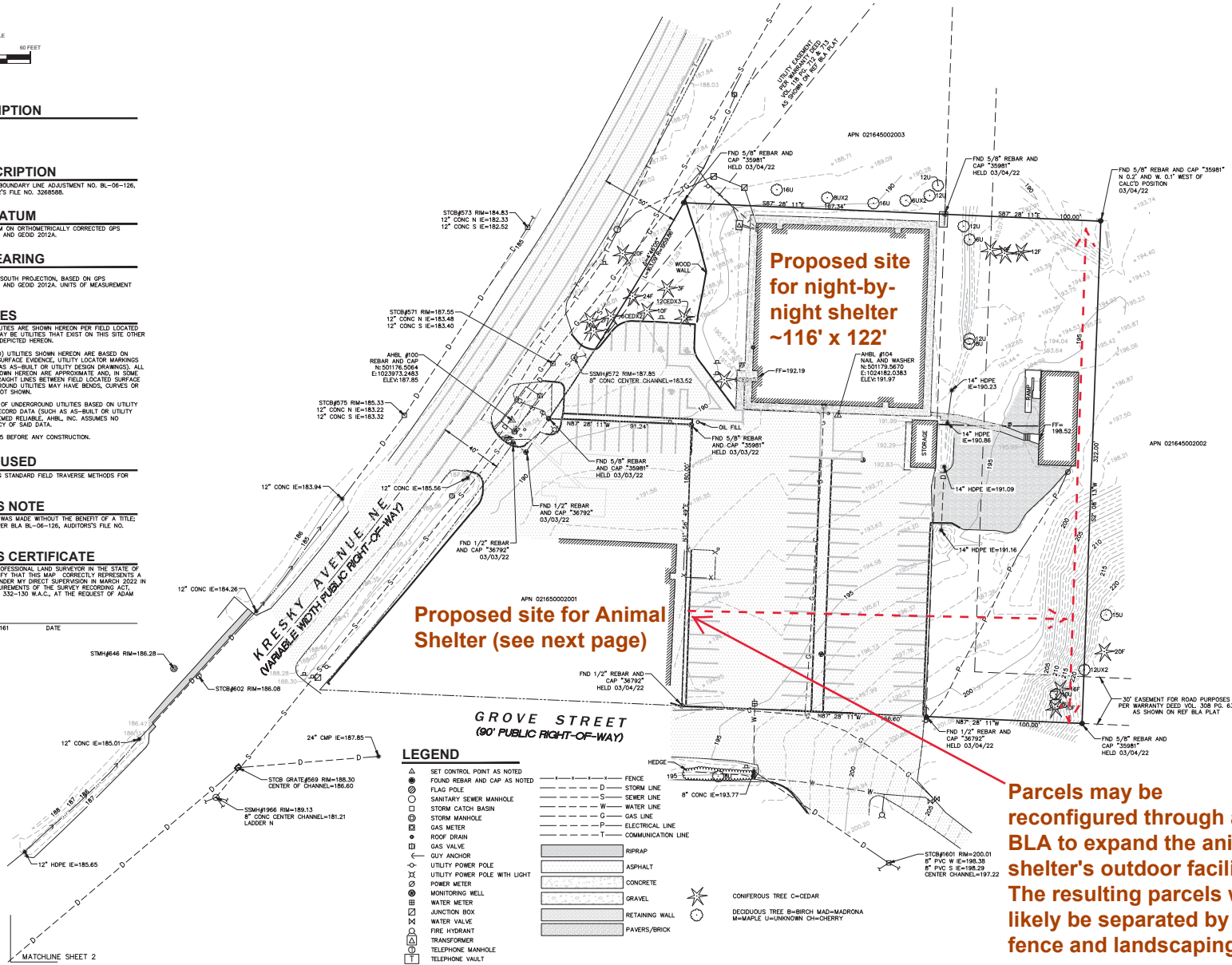
### SURVEYOR'S NOTE

THE BOUNDARY AS SHOWN WAS MADE WITHOUT THE BENEFIT OF A TITLE  
BOUNDARY PURSUANT AS PER BLA BL-06-126, AUDITOR'S FILE NO.  
3268586.

### SURVEYOR'S CERTIFICATE

I, DAVID FOLLANSBEE, A PROFESSIONAL LAND SURVEYOR IN THE STATE OF  
WASHINGTON, HEREBY CERTIFY THAT THIS MAP CORRECTLY REPRESENTS A  
SURVEY MADE BY ME OR UNDER MY DIRECT SUPERVISION IN MARCH 2022 IN  
CONFORMANCE WITH THE REQUIREMENTS OF THE SURVEY RECORDING ACT,  
CHAPTER 58.09 R.C.W. AND 332-130 W.A.C., AT THE REQUEST OF ADAM  
HUTSCHREIDER.

DAVID FOLLANSBEE, PLS 45161      DATE



### LEGEND

- ▲ SET CONTROL POINT AS NOTED
  - FOUND REBAR AND CAP AS NOTED
  - ⊙ FLAG POLE
  - ⊙ SANITARY SEWER MANHOLE
  - ⊙ STORM CATCH BASIN
  - ⊙ STORM MANHOLE
  - ⊙ GAS METER
  - ⊙ ROOF DRAIN
  - ⊙ GAS VALVE
  - ⊙ GUY ANCHOR
  - ⊙ UTILITY POWER POLE
  - ⊙ UTILITY POWER POLE WITH LIGHT
  - ⊙ POWER METER
  - ⊙ MONITORING WELL
  - ⊙ WATER METER
  - ⊙ JUNCTION BOX
  - ⊙ WATER VALVE
  - ⊙ FIRE HYDRANT
  - ⊙ TRANSFORMER
  - ⊙ TELEPHONE MANHOLE
  - ⊙ TELEPHONE WALL
- 
- FENCE
  - - - - - D STORM LINE
  - - - - - S SEWER LINE
  - - - - - W WATER LINE
  - - - - - G GAS LINE
  - - - - - E ELECTRICAL LINE
  - - - - - P POWER LINE
  - - - - - T COMMUNICATION LINE
- 
- ▬ RIPRAP
  - ▬ ASPHALT
  - ▬ CONCRETE
  - ▬ GRAVEL
  - ▬ RETAINING WALL
  - ▬ PAVERS/BRICK
- 
- CONFERUS TREE C=CEDAR
  - DECIDUOUS TREE B=BIROB MAD=MAPLE
  - UNKNOWN CH=CHERRY

**Parcels may be reconfigured through a BLA to expand the animal shelter's outdoor facilities. The resulting parcels will likely be separated by a fence and landscaping.**



**Project Title:**  
**2025 KRESKY AVENUE NE  
BOUNDARY  
AND TOPOGRAPHIC  
SURVEY**

**Client:**  
**ADAM HUTSCHREIDER**

1050 NORTH 38TH STREET  
SEATTLE, WA 98103

**Job No.:**  
2220127.50

**Issue Set & Date:**

MARCH 15, 2022



**NOTICE**  
A RETURN OF THE ORIGINAL MAPS MADE BY  
SURVEYOR OR ARCHITECT MUST BE FILED WITH  
THE RECORDING OFFICE OF THE COUNTY AND THE  
STATE OF WASHINGTON. THE ORIGINAL MAPS  
SHALL BE FILED WITH THE RECORDING OFFICE.

Revisions:

**Sheet Title:**  
**TOPOGRAPHIC  
SURVEY**

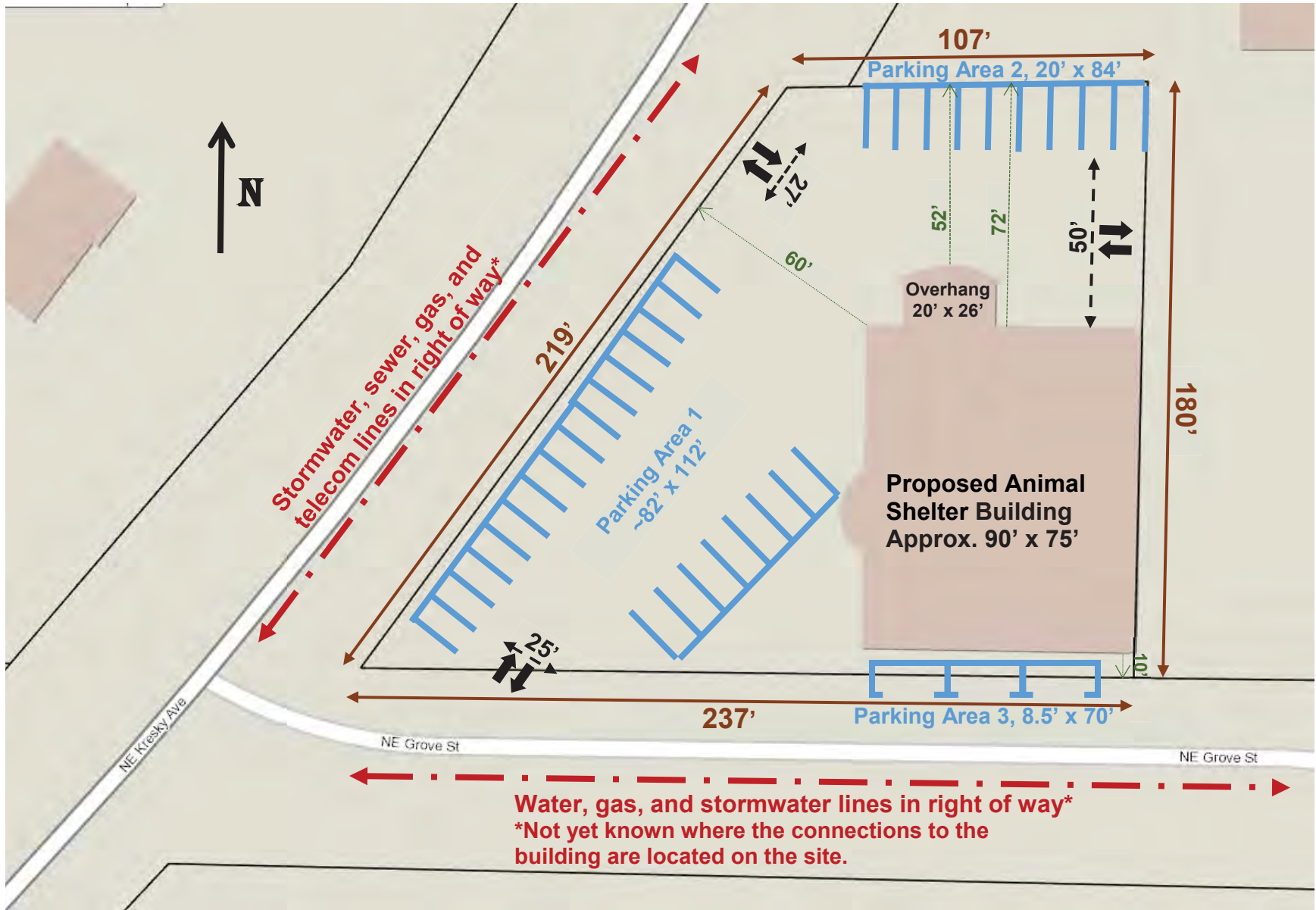
**Designed by:** Drawn by: Checked by:  
FS FS SR

**Sheet No.:**

**1**

1 of 2 Sheets

# 2015 NE Kresky Ave





# NBN Shelter Jam Session Service Organization Information Page

Instructions: please enter your organization's information to create a resource for everyone. Click the plus sign below a column to add information --- add it in the body text and ignore the Section heading and other options. Don't worry that it isn't straight across; we will fix that on export.

## Organization Name

**ericisenberg** 4d

Lewis County (Housing & Infrastructure Specialist)

NBN Shelter Jam Session materials: <https://cloud.lewiscountywa.gov/owncloud/index.php/s/omXM74uZCRZIQMa>

**Anonymous** 14d

**Centralia College: Workforce Funding**

**Anonymous** 14d

**Providence Chehalis Family Medicine**

**Anonymous** 14d

The state accredited Domestic Violence and Sexual Assault Advocacy Center in Lewis County

**Anonymous** 14d

**Family Education & Support Services**

Home

Our mission: To inspire healthy child development through the provision of quality family support services.

**Anonymous** 11d

**DSHS \_ Community Service Office**

WashingtonConnections.wa.gov

We transform lives by connecting children, adults, and families to the resources and opportunities that help them reach their full potential.

**Anonymous** 8d

**Housing Resource Center of Lewis County**

**Anonymous** 8d

**Gather Church**

**Anonymous** 8d

**Oxford House**

YouTube

Oxford House: The History, Structure & Success

Oxford House Self-Run, Self Supporting Clean and Sober Recovery Homes. [www.oxfordvacancies.com](http://www.oxfordvacancies.com)

Annie Headley (Cleveland) Outreach Worker SW Washington 360-839-9124

**Anonymous** 7d

**The Salvation Army - Centralia**

The Salvation Army Centralia

**Anonymous** 7d

**Reliable Enterprises**

**Anonymous** 7d

**Valley View Health Center**

Valley View Health Center, Chehalis Clinic

**Anonymous** 3d

**Centralia College**

centralia.edu  
Centralia College

**ericisenberg** 13m

**Cowlitz Indian Tribe**

Housing Services

## Base of Operations Serving Lewis County

**ericisenberg** 10d

Room 121, 351 NW North St, Chehalis

**Anonymous** 14d

600 Centralia College Blvd. Transitional Services Building, Room 101 (across the hall from WorkSource Lewis County)

**Anonymous** 14d

Providence Chehalis Family Medicine  
931 S. Market Blvd Chehalis WA, 98532

**Anonymous** 14d

Hope Alliance  
815 W. Main St. Centralia WA 98531  
1(360)748-6601

**Anonymous** 14d

THEY DON'T COME WITH A MANUAL, BUT WE CAN HELP!  
New offering enrollment in the following:  
- Parenting & Family Values  
- Consider the Children  
- Dynamic Dads  
- Guiding Good Choices  
- Impact of Domestic Violence on Children  
- QPR Suicide Prevention  
- Kinship Support

WWW.FAMILYESS.ORG (360)754-7629

FESS Lewis County office:  
1911 Cooks Hill Rd, Centralia WA 98531

1-360-754-7629

**Anonymous** 8d

**Family and Single Shelter.**  
Rapid Rehousing

**Anonymous** 8d

408 West Main Street, Centralia

**Anonymous** 7d

**The Salvation Army Centralia**  
303 N. Gold St. Centralia, WA 98531

**Anonymous** 7d

**Reliable Enterprises**  
203 W Reynolds Rd Centralia WA 98531

**Anonymous** 7d

**Valley View Health Center**

2690 NE Kresky Avenue, Chehalis, WA 98532  
**Office Hours:**  
Monday -Friday 7:30 am – 6 pm  
Closed Holidays and Weekends

**Phone:** (360) 330-9595  
**Pharmacy:** (360) 669-0600  
**Medical Fax:** (360) 330-9530  
**Dental Fax:** (360) 330-9580

**Anonymous** 3d

**Centralia College**

600 Centralia College Blvd. Transitional Services Building Blazer Central Room 333 360-623-8119

**ericisenberg** 13m

**Cowlitz Indian Tribe - Tribal Housing**

St. Mary's  
107 Spencer Road, Toledo, WA 98591

## Contact Information You Would Give Members of the Public

**ericisenberg** 16d

360-740-1235;  
[eric.eisenberg@lewiscountywa.gov](mailto:eric.eisenberg@lewiscountywa.gov)

**Anonymous** 14d

Jackie Garrett, Workforce Funding Navigator  
[jackie.garrett@centralia.edu](mailto:jackie.garrett@centralia.edu)  
(360) 623-8177

**Anonymous** 14d

Providence Chehalis Family Medicine  
360-767-6300

**Anonymous** 14d

Hope Alliance  
815 W. Main St. Centralia WA 985631  
1(360)748-6601  
[www.hopealliancelc.org](http://www.hopealliancelc.org)

**Anonymous** 14d

1911 Cooks Hill Rd, Bldg #B Centralia, WA 98531  
In the Northwest Pediatrics office.

Our services are offered in Mason, Lewis, Pierce, and Thurston Counties.

Phone: 360-754-7629  
Toll Free: 1-877-813-2828  
Fax: 360 339-5505  
Habla Español: 360-688-4120

**Anonymous** 11d

DSHS - CSO  
151 NE Hampe Way Ste. C3-6 Chehalis, WA 98532  
1877-501-2233

**Anonymous** 8d

360-827-0264  
[info@gatherchurch.com](mailto:info@gatherchurch.com)

**Anonymous** 7d

(360) 736-4339  
[lcassist@usw.salvationarmy.org](mailto:lcassist@usw.salvationarmy.org)  
centralia.salvationarmy.org

**Anonymous** 7d

**reliableenterprises.org**  
360-736-9558

**Anonymous** 7d

**Location:**  
2690 NE Kresky Avenue, Chehalis, WA 98532

**Office Hours:**  
Monday -Friday 7:30 am – 6 pm  
Closed Holidays and Weekends

**Phone:** (360) 330-9595  
**Pharmacy:** (360) 669-0600  
**Medical Fax:** (360) 330-9530  
**Dental Fax:** (360) 330-9580

**Anonymous** 3d

**Erin Baker- Assistant Director of Student Success and Retention**  
email [blazercentral@centralia.edu](mailto:blazercentral@centralia.edu) or call 360-623-8119.

**ericisenberg** 13m

**Jenée Redecker - Housing Director**

St. Mary's Contact:  
**Phone:** (360) 864-8720  
**Fax:** (360) 864-8722  
**Email:** [housing@cowlitz.org](mailto:housing@cowlitz.org)

Jenée Redecker's Contact:  
**Phone:** 360.583.3111  
**Mobile:** 360.827.2170  
<https://www.cowlitz.org/contacts/housing/jenee-burnett.html>

## Category of Services (Behavioral Health, Health, Peer Counseling, Housing, Law Enforcement, Education, etc.)

**ericisenberg** 10d

Government

**Anonymous** 14d

Education

**Anonymous** 14d

Providence Chehalis Family Medicine: Healthcare Services

**Anonymous** 14d

Victim Services

**Anonymous** 14d

Behavioral Health and Education

**Anonymous** 3d

**Housing Assistance and Shelter services**  
Administration Office 621 S, Diamond Street Centralia, WA 360.736.5140

**Anonymous** 8d

Behavioral Health, MAT Clinic, Education, Harm Reduction, Housing, Case Management, Employment Services, Food, Clothing, Church

**Anonymous** 7d

Food, Clothing, Hygiene Services, Rent & Utility Assistance, Hot Food, Shelter, Church, Fresh Produce, Seasonal Toy Assistance

**Anonymous** 7d

**Housing**

**Anonymous** 7d

**Valley View Health Center: Medical, Dental, Behavioral Health, and Pharmacy**

**Anonymous** 3d

**Centralia College**  
Centralia College is committed to student success, academic excellence, and supporting our community in an inclusive and equitable learning environment.

**ericisenberg** 13m

**Housing**

**COWLITZ INDIAN TRIBE**  
The Forever People

## Brief description of services you might provide to persons in the shelter, its staff, or the community surrounding the shelter

**ericisenberg** 16d

Coordination and technical assistance to increase, promote, find funding for, or maintain housing and infrastructure supportive of the shelter

**Anonymous** 14d

Grant funding for low-income students pursuing career-based education. The grants may provide books, tuition, tools (welding, diesel, medical, etc.), uniforms (work boots, scrubs, welding helmets, etc.), and educational supplies.

**Anonymous** 14d

Providence Chehalis Family Medicine:  
-Medication Assisted Therapy (Suboxone/Vivitrol) for opioid use disorder  
-Hepatitis C treatment  
-Primary Care (preventive care, chronic medical conditions, medication for mental health issues)

**Anonymous** 14d

Legal, medical, systems and advocacy-based counseling.

**Anonymous** 14d

**How We Support Families**  
Raising healthy, happy kids is a tough job, and all parents face challenges along the way.

Family Education & Support Services works with families across Washington State's South Puget Sound Region to give them the support answers, and resources they need to build the bright future they see for their families and their children.

From parenting classes and support groups to case management and navigation, take a look at the programs below to see if there is something that is right for you.

**Anonymous** 8d

Food boxes and meals  
Clothing  
Housing and employment assistance (FCS)  
Medication assisted treatment  
SUD assessments  
Recovery supports  
Case management

**Anonymous** 8d

**Shelter , Rapid Rehousing Assistance and services**

**Anonymous** 7d

Rapid Rehousing, Housing Navigation, Food Support, Hygiene Services, Employment readiness, Case Management, Hot Food.

**Anonymous** 7d

**Housing, family reunification, family visitation.**

**Anonymous** 7d

**Valley View's Chehalis Clinic**

Our Chehalis clinic on Kresky is less than a mile away. It will serve as a referral destination for the medical, dental, behavioral health, and pharmacy needs. On-site services could be considered.

**Anonymous** 3d

**Centralia College**  
Centralia College is committed to student success, academic excellence, and supporting our community in an inclusive and equitable learning environment.

**ericisenberg** 13m

**COWLITZ INDIAN TRIBE**  
The Forever People

Rental and mortgage assistance programs through Washington state and all over the country for Cowlitz Tribal Members, as well as low-income tribal housing in Lewis County.

## Optional: Brief description of other services your organization provides

**ericisenberg** 10d

Housing and infrastructure promotion countywide, at all income levels

**Anonymous** 14d

Education and student-support services.

**Anonymous** 14d

Providence Chehalis Family Medicine: We are a residency clinic. There might be opportunity in the future to have residents spend time at the Shelter to provide services on site.

**Anonymous** 14d

Hope Alliance provides legal, medical, systems and advocacy-based counseling for victims of domestic violence and sexual assault victims. Support Groups, prevention, outreach and confidential shelter. Advocacy services are trauma-informed and survivor-driven. Spanish speaking advocates on staff.

**Anonymous** 14d

Programs

All FESS Programs

- [Basic Needs Navigation](#)
- [Consider The Children](#)
- [Fatherhood](#)
- [Guiding Good Choices](#)
- [Impact of Domestic Violence on Children \(IDV\)](#)
- [Kinship](#)
- [Parent for Parent \(P4P\)](#)
- [Parent-Child Assistance Program \(PCAP\)](#)
- [Parenting & Family Values \(MRT\)](#)
- [Parenting Inside Out \(PIO\)](#)
- [QPR Suicide Prevention Training](#)

**Anonymous** 11d

DSHS - CSO provides:  
SNAP/Food Benefits & BFET (Basic Food & Employment Training)  
TANF cash (Temporary Assistance for Need Families)  
WorkFirst program,  
ABD/HEN (Adult Cash for Aged, Blind, and Disabled). Housing & Essential Needs referral.

**Anonymous** 7d

**Valley View Health Center**

Valley View Health Center is a non-profit, federally qualified health center committed to providing quality integrated medical, dental, behavioral health, and pharmacy services to families and individuals of all ages, regardless of the ability to pay. We currently have 13 locations, serving patients in three counties. Valley View Health Center has provided over 655,700 patient visits since 2004. We are continually expanding our services to include more clinic locations, new services in specialties for behavioral health, pediatrics, and pharmacy.

**Anonymous** 3d

**Centralia College**  
Student Success and Student Support

**ericisenberg** 12m

**COWLITZ INDIAN TRIBE**  
The Forever People

Many other services for tribal members across the state and country

## NBN Shelter Jam Session Service Organization Information Page

As of 11-4-2022

Organization Name	Base of Operations Serving Lewis County	Contact Information You Would Give Members of the Public	Category of Services (Behavioral Health, Health, Peer Counseling, Housing, Law Enforcement, Education, etc.)	Brief description of services you might provide to persons in the shelter, its staff, or the community surrounding the shelter	Optional: Brief description of other services your organization provides
Lewis County (Housing & Infrastructure Specialist)	Room 121, 351 NW North St, Chehalis	360-740-1235 eric.eisenberg@lewiscountywa.gov	Government	Coordination and technical assistance to increase, promote, find funding for, or maintain housing and infrastructure supportive of the shelter	Housing and infrastructure promotion countywide, at all income levels
Centralia College: Workforce Funding	600 Centralia College Blvd. Transitional Services Building, Room 101 (across the hall from WorkSource Lewis County)	Jackie Garrett, Workforce Funding Navigator jackie.garrett@centralia.edu (360) 623-8177	Education	Grant funding for low-income students pursuing career-based education. The grants may provide books, tuition, tools (welding, diesel, medical, etc.), uniforms (work boots, scrubs, welding helmets, etc.), and educational supplies.	Education and student-support services.
Providence Chehalis Family Medicine	Providence Chehalis Family Medicine 931 S. Market Blvd Chehalis WA, 98532	Providence Chehalis Family Medicine 360-767-6300	Healthcare Services	-Medication Assisted Therapy (Suboxone/Vivitrol) for opioid use disorder -Hepatitis C treatment -Primary Care (preventive care, chronic medical conditions, medication for mental health issues)	We are a residency clinic. There might be opportunity in the future to have residents spend time at the Shelter to provide services on site.
Hope Alliance - The state accredited Domestic Violence and Sexual Assault Advocacy Center in Lewis County	Hope Alliance 815 W. Main St. Centralia WA 98531 1(360)748-6601	815 W. Main St. Centralia WA 985631 1(360) 748-6601 www.hopealliancelc.org	Victim Services	Legal, medical, systems and advocacy-based counseling.	Hope Alliance provides legal, medical, systems and advocacy- based counseling for victims of domestic violence and sexual assault victims. Support Groups, prevention, outreach and confidential shelter. Advocacy services are trauma-informed and survivor-driven. Spanish speaking advocates on staff.
Family Education & Support Services - Our mission: To inspire healthy child development through the provision of quality family support services.	FESS Lewis County: 1911 Cooks Hill Rd, Centralia WA 98531 1-360-754-7629	1911 Cooks Hill Rd, Bldg #B Centralia, WA 98531 In the Northwest Pediatrics office.  Our services are offered in Mason, Lewis, Pierce, and Thurston Counties. Phone: 360-754-7629 Toll Free: 1-877-813-2828 Fax: 360 339-5505 Habla Español: 360-688-4120	Behavioral Health and Education	How We Support Families Raising healthy, happy kids is a tough job, and all parents face challenges along the way.  Family Education & Support Services works with families across Washington State's South Puget Sound Region to give them the support answers, and resources they need to build the bright future they see for their families and their children.  From parenting classes and support groups to case management and navigation, take a look at the programs below to see if there is something that is right for you.	All FESS Programs Basic Needs Navigation Consider The Children Fatherhood Guiding Good Choices Impact of Domestic Violence on Children (IDV) Kinship Parent for Parent (P4P) Parent-Child Assistance Program (PCAP) Parenting & Family Values (MRT) Parenting Inside Out (PIO) QPR Suicide Prevention Training
DSHS - Community Service Office - We transform lives by connecting children, adults, and families to the resources and opportunities that help them reach their full potential.	DSHS Chehalis Field Office	DSHS - CSO 151 NE Hampe Way Ste. C3-6 Chehalis, WA 98532 1-877-501-2233	Government		DSHS - CSO provides: SNAP/Food Benefits; BFET (Basic Food & Employment Training); TANF cash (Temporary Assistance for Need Families); WorkFirst program; ABD/HEN (Adult Cash for Aged, Blind, and Disabled / Housing & Essential Needs) referral
Housing Resource Center of Lewis County	Family and Single Shelter; Rapid Rehousing	621 S. Diamond Street Centralia, WA 98531 (360) 736-5140	Housing Assistance and Shelter services	Shelter , Rapid Rehousing Assistance and services	

Gather Church	408 West Main Street, Centralia	360-827-0264 info@gatherchurch.com	Behavioral Health, MAT Clinic, Education, Harm Reduction, Housing, Case Management, Employment Services, Food, Clothing, Church	Food boxes and meals Clothing Housing and employment assistance (FCS) Medication assisted treatment SUD assessments Recovery supports Case management	
Oxford House - Self-Run, Self Supporting Clean and Sober Recovery Homes - www.oxfordvacancies.com	Annie Headley (Cleveland) Outreach Worker SW Washington 360-839-9124	Annie Headley (Cleveland) Outreach Worker SW Washington 360-839-9124	Housing		
The Salvation Army - Centralia	303 N. Gold St. Centralia, WA 98531	(360) 736-4339 lcassist@usw.salvationarmy.org centralia.salvationarmy.org	Food, Clothing, Hygiene Services, Rent & Utility Assistance, Hot Food, Shelter, Church, Fresh Produce, Seasonal Toy Assistance	Rapid Rehousing, Housing Navigation, Food Support, Hygiene Services, Employment readiness, Case Management, Hot Food	
Reliable Enterprises	203 W Reynolds Rd Centralia WA 98531	reliableenterprises.org 360-736-9558	Housing	Housing, family reunification, family visitation.	
Valley View Health Center	Chehalis Clinic	2690 NE Kresky Avenue Chehalis, WA 98532  Office Hours: Monday -Friday 7:30 am – 6 pm Closed Holidays and Weekends Phone: (360) 330-9595 Pharmacy: (360) 669-0600 Medical Fax: (360) 330-9530 Dental Fax: (360) 330-9580	Medical, Dental, Behavioral Health, and Pharmacy	Our Chehalis clinic on Kresky is less than a mile away. It will serve as a referral destination for the medical, dental, behavioral health, and pharmacy needs. On-site services could be considered.	Valley View Health Center is a non-profit, federally qualified health center committed to providing quality integrated medical, dental, behavioral health, and pharmacy services to families and individuals of all ages, regardless of the ability to pay. We currently have 13 locations, serving patients in three counties. Valley View Health Center has provided over 655,700 patient visits since 2004. We are continually expanding our services to include more clinic locations, new services in specialties for behavioral health, pediatrics, and pharmacy.
Centralia College: Student Success	600 Centralia College Blvd. Transitional Services Building Blazer Central Room 333 360-623-8119	Erin Baker- Assistant Director of Student Success and Retention blazercentral@centralia.edu 360-623-8119	Education	Centralia College is committed to student success, academic excellence, and supporting our community in an inclusive and equitable learning environment.	Student Success and Student Support
Cowlitz Indian Tribe: Housing Services	Cowlitz Indian Tribal Housing St. Mary's 107 Spencer Road, Toledo, WA 98591	Jenée Redecker - Housing Director Phone: 360.583.3111 Mobile: 360.827.2170 <a href="https://www.cowlitz.org/contacts/housing/jenee-burnett.html">https://www.cowlitz.org/contacts/housing/jenee-burnett.html</a>  St. Mary's Contact: Phone: (360) 864-8720 Fax: (360) 864-8722 Email: housing@cowlitz.org	Housing	Rental and mortgage assistance programs through Washington state and all over the country for Cowlitz Tribal Members, as well as low-income tribal housing in Lewis County.	Many other services for tribal members across the state and country

# Night-by-Night Shelter Jam Session, Nov. 1, 2022

## Invite and Attendee List

Service Category	Service Provider	Attended?
Behavioral Health Providers	Cascade Mental Health	✓
	Core Health	
	Community Integrated Health Services	✓
	Eugenia Center	
	American Behavioral Health Systems	
	Child Study & Treatment Center	
	Olympic Health and Recovery Services (DCR)	
Housing and Housing Service Providers	Gather	✓
	Housing Resource Center	✓
	Reliable Enterprises	✓
	Love, Inc. of Chehalis	
	LC Gospel Mission	✓
	The Salvation Army	✓
	HOSWWA	✓
	Homes First	
	Hope Alliance	✓
	Oxford House	✓
CHOB	✓	
Equity Institute		
Physical Health Providers	Molina	
	Valley View	✓
	Providence	✓
Childcare and Social Services	Providence - Chehalis Rural Residency program	✓
	DSHS Local Community Services Office	✓
Peer Support or Outreach Supplies	DSHS Local Home and Community Services Office	
	Friends Without Homes	✓
Transit	Twin Transit (bus, DART, LIFTT Paratransit, Vans)	
	Rural Transit (South Thurston County / Centralia)	
	Lewis Mountain Highway Transit (East County)	
	Paratransit Services (Region 6B) (HCA Medicaid broker)	
	Disabled American Veterans Van (VA Med transport)	
	Cowlitz Tribal Transport (I-5 corridor)	
	Catholic Community Services (through LMTAAA)	
CWCOG		
Veterans	VA Puget Sound Community Homeless Outreach Services	✓
	Pacific County Veterans Service Officer	✓
Youth & Family Services / Education	Rural Youth Alliance	
	Chehalis School District	
	Family Education & Support Services	✓

Service Category	Service Provider	Attended?
Workforce & Adult Education	Worksource Pac Mtn Workforce Development Centralia College (Supporting Students Experiencing Homelessness Grant, Student Success and Retention)	✓
	The city of Chehalis (city mgr, planning) Chehalis PD LCSO County Administration County PH&SS Mental Health Court Program (LC Superior Court) Cascade Liaison in the Jail Local CCO office	✓ ✓ ✓ ✓ ✓
Institutional Release	DOC Regional Housing Specialist Lewis County Juvenile DCYF for JRA	✓
	Chehalis Fire Department AMR	
Rental Opportunities	TJ Geyer Pete Bezy	
	Cowlitz Tribe (Housing and many other services) Chehalis Tribe (Housing and many other services)	
Disaster Relief	Red Cross	✓



Discussion Started Here

**Interim**

- \* 24/7 or NBN? This dictates whether there is an "interim."
- \* Proposed NBN schedule:
  - \*\* 8AM-11AM: appointments with providers
  - \*\*\* Sign up the night before
  - \*\*\* Office space separate from sleeping area.
  - \*\* 11AM-3PM: closed for cleaning and sanitizing
  - \*\* 3PM-6PM afternoon services in office space
  - \*\* 6PM-8AM sleeping space open, office space closed.
  - \*\*\* Meals, eat and sleeping.
  - \*\*\* Laundry / showers anytime except sleeping time
- \* Issues to be addressed
  - \*\* Separated space for men, women, and families.
  - \*\* Combining these groups is chaotic otherwise.
  - \*\* Safety is an issue in a low barrier space
- \* Flyer with other services for time closed

**Setup for Opening**

- \* 24/7 or NBN? This dictates setup.
- \* Place to hang out before you can come in.
  - \*\* Smoking area.
- \* Reminder of rules / protocols before entry.
  - \*\* Process for intake / storage.
  - \*\* Appointment sign-ups with service providers.
  - \*\* Schedule of each service provider
  - \*\* Sign-ups for laundry and showers

**Opening & Intake**

Transportation - bus line running at opening?

Intake:

- \* Initial question - are you staying for the night or just eating/accessing services?
- \* Separate different populations directly at intake?
- \* Test out intake. Go through this process.
- \* Put data into HIMS for Coordinated Entry
  - \*\* How does it work practically, because it takes time?
- \* Release of Information signed
- \* There should be a sign-in sheet for numbers and safety
  - \*\* Have a client-needs conversation/assessment.
  - \*\*\* MH, Veterans, Housing, or medical needs.
  - \*\* Should have an intake form. But what about multiple languages, dysgraphia, trouble reading, fear of providing information, etc.?
- \* Establish mail service.
  - \*\* But, is NBN the place to receive mail?
  - \*\* There is general delivery, but it has limitations.
  - \*\* Gather and LC Gospel Mission offer some mail services for clients.
- \* How does this process flow? Concern about length of time and institutional complexity of this. Some people coming only for a place to sleep.

**Storage**

- \* Have a locker system. Visibly safe storage for clients.
- \* Use keys, not codes, because of memory concerns
- \* Label each locker with assigned key and vice versa
- \* Use a sign-in sheet to receive key at intake
- \* Sign waiver - 30 days to claim your belongings
- \* Have a system for handling complaints about lost or stolen items. This always, always, always comes up.

**PM Programming**

- \* Time frame: Noon-8PM?
- \* Don't underutilize the building. It is a good location; put services there.
- \* Need an intake process to determine client needs - a coordinator should try to match programming to needs.
  - \*\* Needs assessment during programming, if not at intake
- \* Model: Classes/workshops in concurrent sessions
  - \*\* Consider interchangeable AM/PM programming
- \* Types of programming:
  - \*\* Case management (coordinator, needs assessment)
  - \*\* Job skills training - resumes, interviews
  - \*\* Help finding supportive employment
  - \*\* Housing services / planning / coaching
  - \*\* Behavioral health / SUD services
  - \*\* Peer support
  - \*\* Education:
    - \*\*\* High school/GED curriculum
    - \*\*\* College/career advising / pathmaking
    - \*\*\* Continuing education
    - \*\*\* Study space/tutoring for enrolled kids
    - \*\*\* Kids after school programming
  - \*\* Neurodiversity navigation / personal management
  - \*\* Life skills classes
  - \*\* Medical & income benefits
  - \*\* Medical services
- \* Programming should always address how to follow up with any of the services being offered
- \* Where should these things be? What on site, what off site?

**PM Meals / Provisions**

- \* Need a commercial kitchen on site, or food brought in from a commercial kitchen.
- \* Partnerships: food provider need not run the shelter
- \* Conventional model: one meal on the way out to prevent an eating-only stop where people otherwise don't stay
  - \*\* Could there be an alternative for people just wanting the meal? One idea: a kitchen area to provide own meal.
  - \*\* Is it a problem if they eat but don't stay? Yes, if they take a spot of someone who needs to stay
  - \*\* Shelter vs. soup kitchen model
- \* Alternative model is to "pay" for food by working at site
- \* Neither model fits a night-by-night
- \* Will want to provide more meats. Don't want hungry, angry people.
- \* Hard to care about programming when hungry

**Other Necessities**

- \* Remember mission: to end homelessness
- \*\* Consider hiring some licensed clinical staff to increase internship opportunities at shelter
- \* Provide things food stamps don't pay for:
  - \*\* Toiletries
  - \*\* Hygiene supplies
  - \*\* Socks
  - \*\* Other basic necessities
- \* Mail Services (see discussion in Intake about mail service)
- \* Laundry
- \* Showers
- \* Brief medical triage or basic care
- \* A resource specialist (addressed in Intake and Programming)

Cleanup / Reset

Close Up

**Outflow**

- \* Where do they go? Need step-up facilities!
- \* Look into examples from other rural NBN shelters?
- \* For practical process of outflow, bring in a systems person to design this technically
- \* Loitering - how to reduce it - need places to go.
- \* Bus passes to facilitate getting somewhere

**Parking Lot**

- \* Overarching goal: end homelessness, not just provide services
- \* Vehicle storage at intake / Waiting before and after
- \* Parking will be an issue. People stay in vehicles, long term parking.
- \* Security inside and outside facility
- \* Step-up facilities -- what onsite, what offsite?
- \*\* Need a "first step out" facility. Pallet housing project?
- \* Populations - how low barrier? Any disallowed populations?
- \* Expectations for conduct in shelter, and what happens if you don't meet them
- \* Demand increasing especially in light of new county policy regarding encampments

**Cleanup / Pack up**

- \* Incentives to help have clients support cleanup
  - \*\* gift cards or vouchers for other outside resources
- \* What happens if people don't want to wake up or go?
  - \*\* Trained staff for de-escalation, MH experience
- \* Property going missing - must have plan for this
  - \*\* See storage discussion.
  - \*\* People always want to get into their property, need system for access, but then security is an issue.
- \* Supervision of pack up
  - \*\* Checklist of things for people going
  - \*\* Set standards for the facility and follow them

**AM Programming**

- \* Begins after wake up, showers, and food
- \* 8AM-10AM
- \* Referrals from programming the night before
  - \*\* Staff conference re: client needs from intake
  - \*\* Use intake form from night before to right-size the services
  - \*\* Go through paperwork with clients, do not simply ask them to fill it out
  - \*\* Have consultation rooms
- \* New and additional referrals that morning
- \* Outreach coordination: work with people to link them to their next destination
  - \*\* mental health treatment
  - \*\* supportive housing services
  - \*\* supportive employment
  - \*\* SUD treatment
  - \*\* Veterans' services
  - \*\* food
  - \*\* clothing
  - \*\* diversion services
  - \*\* crisis intervention
  - \*\* Coordinated Entry
  - \*\* mail services
  - \*\* medical treatment
  - \*\* dental treatment
  - \*\* DSHS and social services
- \* Transportation is a key need for everything.
  - \*\* Only one bus an hour. Need more.
  - \*\* Will Twin Transit increase this?
  - \*\* Or can shelter have its own bus or shuttle?
  - \*\* Cost of transportation to clients. Free passes?
- \* Shelter programming and handoff will have to coordinate with several agencies

**Wake Up & AM Meals / Provisions**

- \* Consider 24/7 hours as opposed to NBN.
  - \*\* This leads to staffing issues, though!
  - \*\* Provisions depend on whether it is a 24/7 or NBN model because of lack of any interim closed period
  - \*\* Ready-made morning meals (MREs) could help
- \* Hygiene services at wake up
  - \*\* Showers, socks, toothpaste, toothbrush, hygiene kit
  - \*\* Building modifications to allow many people to shower and use the bathrooms will be a significant cost.
  - \*\* Internal changes (showers, e.g.) plus sewer overflow
  - \*\* Consider portable facilities instead of a remodel?
- \* Schedule:
  - \*\* 6:30AM up, to get ready for school or services at 8AM
  - \*\* Could close at a certain point of night to newcomers; once you are in, you are in for the night.
  - \*\* Open during the day for services
  - \*\* Some work during the night and need to sleep during the day. 24/7 could accommodate them, NBN can't.
  - \*\* Some people may need to rest during the middle of the day for health reasons. 24/7 can accommodate, NBN can't.

**Sleeping / Overnight**

- \* Population separation - single adults by gender, and families
- \* Need ADA accommodations and info about that
  - \*\* Hearing accommodations are needed and should be addressed in the shelter design or staffing
- \* Nighttime staffing
  - \*\* Security - law enforcement or hired?
  - \*\* Medical staff - what level of credential?
- \* Cleaning and laundry implications
  - \*\* Must clean every cot used every day
  - \*\* Bedding on the cot also must be cleaned every day
  - \*\* The cleaning may not be needed daily if you pre-assign reserved beds from one night to the next - but it is a NBN
  - \*\* You need a commercial laundry on-site or as a partner
  - \*\* If you have only a residential washer/dryer, you will have occupancy limitations based on laundry capacity
- \* Sleeping hours: 10PM-6AM?
  - \*\* How strictly can the sleeping hours be kept?
    - \*\*\* Meal prep for AM meal will have to occur overnight.
  - \*\*\* Jail release can be at any time, even 1AM.
    - \*\* Consider what else you do on the cot.
    - \*\*\* Do you eat on the cot? Do programming?
- \* Showers overnight
  - \*\* Bath materials and towels provided?
  - \*\* How often can one shower?
  - \*\* Will showers be required?
  - \*\* Site design: how many showers will there be?
- \* Durability needs
  - \*\* Design the cots to be very heavily used.
  - \*\* Sanitation facilities as well -- constant moisture.