

The Salvation Army of Dane County's Shelter and Shield Apartments

The Salvation Army (TSA) proposed project is comprised of an integrated two-building campus designed to prevent and end homelessness by focusing on three components: dignified shelter, permanent homes and dedicated self sufficiency services that will create pathways to opportunities for everyone that walks through our doors.

The building will feature natural light, open spaces and purposefully designed elements that will work to create a peaceful, productive and healing environment for our guests. The front desk will be staffed 24 hours a day 7 days a week. The building will have controlled access points with electronic control to ensure safety for both the guests and staff. There will be an adequate camera system and a community advocate will be hired to assist in monitoring both inside and outside of the facility. Parking will be below the building and will have controlled access.

Proposed shelter building services:

1. ***On the first floor***, you will see expanded clinical services including More Smiles Dental Clinic, MEDIC medical services and additional mental health services. There will meeting spaces to meet with supportive services, Conference rooms for community meetings, and meeting space for outside partners, ie. AA, NA, Play and Learn, etc. The Administrative offices will be located here as well. There will also be a communal cafeteria space that will provide Dinner, Snack and Breakfast. The meals will be served at two separate times, families first and then the single women shelter guests, Pay to Stay, and medical respite guests.
2. ***On the second floor*** you will see the entire floor dedicated to family shelter. Entrance into the family shelter will be from the elevator lobby and all families will need to be allowed access through the doors to ensure only people that are supposed to be on that floor are entering. There will be a staff office on the family floor with direct sight lines to monitor the elevator lobby, family rooms and lounge space. The family shelter office will be staffed during the operating hours of 4pm-8am. Families will follow the same call in process as we currently operate with the exception being that families will be approved for 7 nights at a time instead of on a nightly basis. The shelter operating hours will remain the same (4pm-8am). Family shelter will consist of approximately 41 individual family rooms. The rooms will be furnished and the beds/bunk beds. The shelter bunks will include electrical outlets, small space for personal items, and linens. Bathrooms will be shared by two families and will be divided into two separate rooms for the shower/toilet room and the sink. The family shelter will have a large activity lounge

(including a computer lab) with space for children of all ages and their caregivers as well as a separate quiet room for the families to have a space to relax. Families will also have access to an outdoor rooftop space that will have access to a playground for the children. The outdoor space will be accessible between the hours of 4-9pm and monitored by family shelter staff.

3. **On the third floor** you will see two separate spaces. One space will serve approximately 82 beds for single women and the other side will consist of approximately 48 beds for pay-to-stay. Entrance into the women's shelter and pay-to-stay shelter will be from the elevator lobby and all women will need to be allowed access through the doors to ensure only people that are supposed to be on that floor are entering. There will be a staff office on the floor with direct sight lines to monitor the elevator lobby, rooms sleeping quarters and lounge space. The shelter office will be staffed during the operating hours of 5pm-8am.

A. Pay-to-stay:

Pay-to-stay programs allow guests to pay a nightly fee of \$7.00 to stay. An innovative feature of the program is the amount the pay-to-stay guest pays in fees for shelter services are tracked and can be used for first months rent or security deposits once an apartment is secured in the community. Pay-to-stay shelter is accessible 24 hours a day and will be monitored by staff and the main reception desk. There will be a staff office on the floor with direct sight lines to monitor the elevator lobby, rooms, sleeping quarters and lounge space. The shelter office will be staffed during the operating hours of 5pm-8am. The pay-to-stay shelter will have a separate large activity lounge (including a small computer lab) as well as a separate quiet room for the women to have a space to relax.

B. Women's Shelter:

Women's shelter operation hours will be between 5pm-8am. Women can call or drop in to reserve a bed on their first night. Women will be able to reserve the same bed until they no longer return to shelter, which will eliminate our 90-day shelter policy. The shelter bunks will include electrical outlets, usb, small space for personal items, and linens. There will be two locker room style bathrooms on the floor. There will also be two individual bathrooms and a few individual rooms that can be utilized by guests with special accommodations. The individual rooms will be prioritized for homeless youth ages 18-21. To help young people find acceptance, safety and a chance to rebuild their lives. There will be a staff office on the floor with direct sight lines to monitor the elevator lobby, rooms, sleeping quarters and lounge

space. The shelter office will be staffed during the operating hours of 5pm-8am. The women's shelter will have a separate large activity lounge (including a small computer lab) as well as a separate quiet room for the women to have a space to relax.

4. ***On the fourth floor*** you will see two separate spaces. One space will serve approximately 29 Single Room Occupancy (SRO) beds for single women and the other side will consist of approximately 13 medical respite rooms. Entrance into the fourth floor will be accessible by the tenants and medical respite guests from the elevator lobby. There will be an office for support services on the floor with direct sight lines to monitor the elevator lobby, rooms sleeping quarters and lounge space.

A. SRO:

Tenants will pay monthly program fees and have access to support services. Each room will be furnished with a bed, dresser, desk, mini refrigerator and sink. Tenants will share a bathroom with one other person. Entrance into the bathroom will be from the hallway. There will be a shared kitchen for tenants to prepare meals and a shared lounge space.

B. Medical Respite:

The 13 bed unit offers individuals experiencing homelessness a place to recover after hospital stays. Medical respite guests may engage with supportive services and staff will assist with nurse care coordination. Hospitals will be key partners in co-creating, operating and funding the unit. The referrals will come directly from hospitals or medical personnel. These beds will be limited to 30 day stays.

5. *On the fifth floor:*

There will be 13 more SRO's with a kitchen and lounge area located on this floor.

6. ***Gymnasium*** will be a gym space that can be used for larger group gathering/meeting space, special events, large trainings, and daily recreation for families and guests. There will also be a second floor that has a walking track to assist in promoting wellness.
7. ***Support Services*** will be offered to all guests residing both in the shelter building as well as the tenants in the Shield apartments. These services include but are not limited to:
 - Housing search and stabilization
 - Employment
 - Connecting to mainstream resources

- Budgeting
- Mental health
- Physical Health
- Credit Repair
- Education
- Community Connections

Current Services:

Family Shelter Floor -Maximum capacity is 22 Families

- Diversion:
 - All newly homeless families that call in for shelter are transferred to the family diversion specialist. The family diversion specialist conducts the initial Diversion Assessment with the family over the phone to brainstorm places to go other than shelter. If the family is able to be safely diverted from shelter and is interested in short term case management a follow up appointment with the Diversion Specialist is made.
 - Families that drop into shelter to seek more information or contact any employee at TSA are immediately transferred to the Family Diversion Specialist and the same Diversion screen is conducted.
 - If a family is unable to be Diverted they are given information on how to access family shelter and TSA services.
- Shelter Process
 - Families call into shelter before noon each day and are given a call back by TSA staff between 12-1 that day to let each family know if they were accepted or denied for shelter that evening.
 - Staff pre-assign each family to an individual room for the night.
 - Shelter check in starts at 4pm. Families arrive to TSA and sign in for shelter to hold their pre-assigned spot.
 - Families are approved on a night by night basis
 - Families are given a bin to keep their nightly linens in (that are provided by TSA)
 - Families are also provided with a small shelf in the hallway to store their belongings in if they choose.
 - There are two locker room style bathrooms for men and women and one individual bathroom with only a toilet/sink.

Women's Shelter -Maximum capacity is 45 women

- Diversion:
 - All newly homeless women that come in for shelter are connected to a diversion specialist. The diversion specialist conducts the initial Diversion Assessment with the individual to brainstorm places to go other than shelter. If the woman is able to be

safely diverted from shelter and is interested in short term case management a follow up appointment with the Diversion Specialist is made.

- Women that drop into shelter to seek more information or contact any employee at TSA are immediately transferred to the Diversion Specialist and the same Diversion screen is conducted.
- If a woman is unable to be Diverted they can continue to utilize shelter and TSA services.
- Shelter Process
 - Women arrive at TSA shelter each and every night that they need shelter at 4:00 PM.
 - They sign in for shelter at 4:30 and are notified if they have a space for the evening.
 - When capacity is reached a lottery takes place
 - Limited storage is available for women who are working, attending school, or have medical needs.
 - Women are allowed to stay up to 90 days in a year
 - Up to 45 women sleep in a gymnasium with screen dividers in between the beds
 - There are two locker room style bathrooms, including individual shower stalls
 - One community lounge area