

Report on First Few Emergency Shelter Nights Offered at SECU Community House:

10/2/15 & 10/3/15:

Residential Services Director and Executive Director determined on Friday 10/2/15 that Emergency Shelter should be provided for the night due to wind and flash flood advisories resulting from Hurricane Joaquin.

Residential Services Director called all staff affected and gave individual instructions.

Staff Social Worker posted a sign at Community Kitchen advising that Community House would provide Emergency Shelter for that night, and instructing individuals to call Community House by 4pm to sign up for space; Sign advised that Community House does not accept walk-ups. **Next time, instead of the sign stating that emergency shelter will or will not be provided, the sign should instruct individuals to call Community House to find out, so that staff do not have to re-post the sign each night as weather changes*

Residential Services Director changed greeting on automated phone system to advise that Community House would provide Emergency Shelter for the night, and instructing individuals to dial 5 to speak to the staff person on duty to sign up for space *(2 individuals mistakenly dialed Megan's extension, and Megan was out for the day)*

Residential Services Director posted a sign at beginning of staircase walkway from bus stop to shelter, indicating that we do not accept walk-ups, therefore to leave and call by 4pm to sign up for space. Sign indicated that after 4pm, police assistance would be needed to obtain shelter.

Two community partners – CEF and Love Chapel Hill inquired about emergency shelter availability for the night; One hospital worker called to sign someone up for Emergency Shelter. Shelter staff filled out a registration sheet, checked sex offender registry, and told hospital worker to instruct individual to wait at Community Kitchen at 7pm for shelter staff to pick him up

Staff checked general voicemail box periodically to check for emergency shelter requests

Kitchen staff prepared “to go” breakfasts for any Emergency Shelter guests that might show up

Night staff checked in at Community House at 6pm, set up a few cots in preparation, and picked up Emergency Shelter list for the night; Night staff then drove IFC van to Community Kitchen at 7:00pm to pick up the one individual signed up for shelter – he was not there; night staff knew he was supposed to be coming from the hospital, so night staff drove to hospital to check on him; he had not been discharged from hospital as planned **Night staff will not be able to check multiple locations in the future, but wanted to extend this courtesy since it was the first time for a new process*

Two individuals walked up seeking shelter for the night, and staff advised them we do not accept walk-ups. They did not return with police.

We offered Emergency Shelter again the next night; No individuals stayed for Emergency Shelter either night it was offered.

10/17, 10/18, 10/19:

No one showed up for Emergency Shelter the first two nights; On the third night, 2 people called to sign up and 1 of them showed up. The transportation process went smoothly. He signed the Community Standards Contract upon entry. He did try to go upstairs and staff intervened. He was not happy that he did not get the same breakfast as everyone else. He did have government-issues photo ID and he was not listed on sex offender registry.

On 10/18, one person called to “reserve” a space for the next night, but staff told him he would need to call again the next day to ensure emergency shelter would be offered the next night.