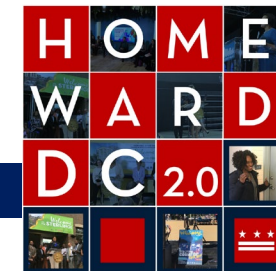# *Interagency Council on Homelessness*

Emergency Response & Shelter Operations (ERSO) Committee

14 June 2022

Meeting Agenda

I. **Welcome & Agenda Review (5 mins)**
   a) **Introduction & Agenda Review**
II. **Discussion Items (80 mins)**
   a) **Timeline and Opportunities**
   b) **Consumer & Staff Engagement Framework**
   c) **Components and Parameters for Vision, Programming & Building Features**
III. **Announcements and Reminders (as needed)**
IV. **Summary and Adjournment (5 mins)**
   a) **Next Meeting: Date & Time**

Timeline and Opportunities

- ❖ Shelter Redevelopment Options
  - ➢ 1st opportunity (aka NYA Replacement) underway
    - ✓ Are we working to replace beds 1:1? Are we creating a deficit if we don't replace the beds 1:1?
    - ✓ 5-year process in terms of the design of 801: 2017; 801 facility built and occupied: 2022
    - ✓ Homework: confirm timeline w/ the facilities team.
    - ✓ Where is the Replacement Site? The current location of the Animal Shelter Site.
    - ✓ Homework: how large is the site? What can it accommodate? Are different options for design/buildings a possibility?
  - ➢ DGS finalizing Architect and Engineer procurement
  - ➢ Need to get design input and feedback ASAP (July/Aug)
  - ➢ **Imperative to engage consumers & staff ASAP**
- ❖ Non-Congregate Shelter
  - ➢ Potential to leverage HOME ARP funds ($19M, minus admin likely $16M)
  - ➢ HOME ARP Plan (publication date: July 8; public hearing date: July 27; submission to HUD will depend on outcomes of the public hearing process)
  - ➢ Money will be available as soon as HUD approves the HOME ARP Plan (expected within a month or two of submission to HUD)
- ❖ Question about the definition of Non-Congregate
  - ➢ Current models in the District (e.g. PEPV and Valley Place) include hotel-style single or double-occupancy in a bedroom with no shared amenities vs apartment-style single or double-occupancy in a bedroom with shared amenities like kitchenettes and/or living rooms
  - ➢ Homework: What is the official HUD definition?
- ❖ Question about timing of the Shelter Redevelopment Schedule
  - ➢ Do we have to wait for shelters to be redeveloped one at a time?
  - ➢ Is a lesson learned that we shouldn't be redeveloping all of the buildings at once?
  - ➢ Do we want to be redeveloping/replacing non-congregate shelters? Congregate buildings are single purpose and if we misunderstand the demand/projections then we are potentially stuck with single-purpose buildings?
    - ✓ We have a different program design for families vs singles because the FRSP model of progressive engagement model has an impact on the family side.
    - ✓ We have doubled the size of RRH on the singles side but it's not really practical to maximize RRH into a progressive engagement model before we have made good use of the PSH vouchers and housing resources on hand!

Question: what is an agile design that allows for multi-purpose buildings/uses?

Consumer Engagement Framework

Guiding Qxns	Notes/Considerations
Why?	Purpose will not only help identify target population, but also impact all aspects below ==To inform the design of the replacement shelter!==
==What?==	Based on the purpose, what questions should we be asking our clients/consumers? ==Related to Components & Parameters for Vision, Programming, and Building Features!==
Who?	**a) Being engaged: Target Population** Who is impacted by proposed activity (project, program, or operation update) - Building on findings of the 801 engagements conducted in 2017 - Unsheltered (options for couples, non-gendered spaces, and non-congregate shelter) - Both encampment and non-encampment residents, because encampment residents might be more amenable to shelter settings and potentially have very different concerns than non-encampment residents - Current residents of the new 801East facility
	b) Doing the engagement: District agency staff vs Provider staff vs Peers This will depend on the purpose of the engagement. In some instances, peers will be the trusted partners. In others, government is who the target population wants to see and hear.
==When?==	Suggested times of day/night for engagement activities
==Where?==	Proposed locations for engagement activities
How?	Types of activities (e.g., Town hall vs Focus Groups vs Survey (paper, online, oral))

Staff Engagement Framework

Guiding Qxns	Notes/Considerations
Why?	Purpose will not only help identify target population, but also impact all aspects below
What?	Based on the purpose, what questions should we be asking our clients/consumers? Related to Components & Parameters for Vision, Programming, and Building Features!
Who?	**a) Being engaged: Target Population** Who is impacted by proposed activity (project, program, or operation update). Leverage findings and experience Girard, Valley, PEPV, and Adams Place Day Center staff
	b) Doing the engagement: District agency staff vs Provider staff vs Peers This will depend on the purpose of the engagement. In some instances, peers will be the trusted partners. In others, government is who the target population wants to see and hear.
When?	Suggested times of day/night for engagement activities
Where?	Proposed locations for engagement activities Start with brief survey; might work better than focus group.
How?	Types of activities (e.g., Town hall vs Focus Groups vs Survey (paper, online, oral))
Other?	

Vision Components & Parameters

Potential Discussion Questions:

❖ What are the current processes and pathways to shelter?
  ➢ Is there an ideal? What is ideal?

❖ What are the current pain points in our system that we want to address with the shelter (re)design process?
  ➢ FDBK: we have beds for the older medically vulnerable individuals at 801; I think it's 41 beds. Is that sufficient? Should we be looking to double those beds (80 beds) or should it be triple, quadruple that number?
  ➢ FDBK: what is our plan for all aging individuals?

❖ <mark>**How do we design a shelter system that supports and is focused on exit to housing?**</mark>
  ➢ Begs the question, does our current system impede the focus on exit to housing and how?
  ➢ FDBK: single shelter has not been designed as part of a system with housing and healthcare, so this is a most helpful perspective as a result of the pandemic and the efforts to integrate diversion and rapid exit at our LBS
  ➢ FDBK: is it the shelter system or the housing placement process that impedes exit? There are larger system impediments but also pre-pandemic shelter operations and lack of HMIS visibility that was very difficult to work around.

❖ **What are must-have vs nice-to-have components and features of shelter?**
  ➢ District is often asked to look at buildings as options to purchase for facilities
  ➢ If one of the PEPV options could be transformed into a permanent housing type, would that work?
  ➢ FDBK: there is a co-hort of people who may be willing and interested to stay in a situation like

Programming Components & Parameters

- ❖ Target Population & Service Needs
  - ➢ Demographics & Vulnerabilities
    - ✓ FDBK: Aging, Medically vulnerable
  - ➢ Gendered vs Non-Gendered (i.e., Inclusive) Needs

- ❖ Program Typologies
  - ➢ Emergency/Safe Haven
  - ➢ Low Barrier
  - ➢ Bridge
  - ➢ Working/Employment
  - ➢ Respite/Recuperative
  - ➢ Therapeutic

- ❖ Services
  - ➢ Intake
  - ➢ Diversion/Rapid Exit
  - ➢ Housing/CAHP Navigation
  - ➢ Healthcare Navigation
  - ➢ Employment/Entrepreneurship Navigation
  - ➢ Security

- ❖ Other Amenities
  - ➢ Day Services
  - ➢ Telehealth Options
  - ➢ Harm Reduction, Safe Consumptions, and Sobering/Stabilization Options
  - ➢ Inclement Weather Expansion Options

Building Components & Parameters

- ❖ Building Typologies
  - ➢ Non-Congregate
    - ✓ Hotel/motel style: single and double room occupancy
    - ✓ Apartment style
  - ➢ Congregate

- ❖ Building Features
  - ➢ Entrances
  - ➢ Elevators
  - ➢ Halls
  - ➢ Sleeping rooms
  - ➢ Common rooms
  - ➢ Meeting rooms
  - ➢ Offices

- ❖ Security Features
  - ➢ Front desk/concierge support
  - ➢ Security cameras
  - ➢ Other property monitoring/maintenance staff

- ❖ Ground Features
  - ➢ Parking spaces
  - ➢ Green spaces:
    - ✓ Active Recreational Spaces
    - ✓ Passive Recreational Spaces
  - ➢ Safe Consumption Spaces:
    - ✓ Smoking
    - ✓ Alcohol
    - ✓ Illicit Substances