

LOVELAND HOMELESS SHELTER AND RESOURCE CENTER – PLANNED UNIT DEVELOPMENT (PUD) NARRATIVE

PROJECT OVERVIEW

Working in collaboration with the Loveland Homelessness Task Force, Homeward Alliance is seeking approval of the PUD application to allow for the existing First Christian Church building at 2000 N Lincoln Avenue to be repurposed for use as a homeless shelter and resource center.

HOMEWARD ALLIANCE AND THE LOVELAND HOMELESSNESS TASK FORCE

Homeward Alliance is a 501(c)(3) non-profit committed to ending homelessness in Northern Colorado. Guided by core values of best practices, collaboration, passion, vision and principles of Diversity, Equity and Inclusion, Homeward Alliance engages in four primary efforts:

1. Operates a continuum of programs for individuals and families, designed to end homelessness for as many people as possible, as quickly as possible.
2. Oversees the Murphy Center, the resource center in Larimer County for people experiencing homelessness and housing insecurity.
3. Leads and advocates for data-driven, collaborative solutions to homelessness.
4. Provides technical services and system-level solutions to various local and regional efforts.

The purpose of the Loveland Homelessness Task Force, convened by Homeward Alliance, is to assemble a focused group of individuals with expertise or authority in relevant areas related to the complex and challenging concern of homelessness solutions for Loveland.

This task force works collaboratively to have meaningful, strategic, and solution-oriented conversations to achieve sustainable solutions using best practices that are equitable, comprehensive, and inclusive to address the needs of those experiencing homelessness and the community as a whole.

This effort believes diverse interests can work together to address some of the most challenging community concerns.

While it is understood that this issue is challenging and emotional for many, task force members are expected to come to the table with an open mind for all parties involved. The desired outcome is to convene community-oriented, solutions-based leaders with different perspectives, but are bound by a strong belief that breaking down silos and working collaboratively, with ongoing communication, will help solve concerns surrounding homelessness solutions in Loveland.

Desired Outcome:

The task force has been meeting to establish a baseline understanding of the current work, gaps, and concerns related to the issue of homelessness. Their goal is to generate sustainable long-term solutions that will set our community up for success in addressing the concerns and overall impacts around those experiencing homelessness and the Loveland community.

Representation:

To consider diverse perspectives of the community and incorporate input into homelessness strategies, representation on the task force shall consist of the following:

- The City of Loveland, including all appropriate representation from an array of departments, including the community partnership office, facilities, communications, legal, police department, city manager's office, risk, and others deemed appropriate
- Non-profits, including, but not limited to, mental health providers, veteran services, as well as those providing basic needs and other services to those experiencing homelessness
- Emergency services
- Downtown organizations and business
- Faith Community
- At-large business/community outside of downtown
- Philanthropic leaders
- Lived experience groups: the task force will coordinate with local lived experience groups to incorporate the perspective of people who have recent experiences of homelessness.

PROJECT BACKGROUND

The Loveland Homelessness Task Force announced May 29, 2024 that the First Christian Church building, 2000 N Lincoln Ave, is under contract for the purpose of establishing a sustainable site for a 24/7 resource center for people experiencing homelessness. The resource center will serve as a collaborative and housing-focused facility dedicated to providing people experiencing homelessness or at risk of homelessness with essential services and personalized case management. The goal is to support and empower individuals to transition from homelessness or housing insecurity to housing security through a client-centered approach.

The resource center is intended to be a hub of services focused on providing sustainable pathways out of homelessness or housing insecurity by engaging people through provision of basic needs, employment support, housing support, behavioral health services, disability and veteran services. Having access to consolidated resources ensures that everyone receives the right support to rebuild lives with dignity and hope.

The purchase will be funded through private donors and an upcoming capital campaign. The expected closing date is November 2024. As a part of this 6-month due-diligence period, the use of this site as a Homeless Shelter and Resource Center will need to receive approval by the City of Loveland. This PUD Zoning application serves as the request to allow approval of the Homeless Shelter use on this site.

INTENT OF PLANNED UNIT DEVELOPMENT (PUD)

The intent of the Loveland Homeless Shelter and Resource Center PUD is to provide for a zoning district that will allow for the Homeless Shelter use and to support the planned services. The current zoning of this site is split between B-Business and R1e-Established Low Density Residential, with the zone district boundary falling through the middle of the existing building. Rather than request a rezoning of the east portion of the site to create B-Business zoning across the entire site, which would allow all permitted uses within the B zone district, the applicant is requesting PUD Zoning to permit only the planned Homeless Shelter and Place of Assembly (Church).

SITE NARRATIVE

A more detailed review process (Site Development Plan, Building Permit) will also be required for review and approval of the detailed site and engineering plans following the PUD Zoning approvals. But we have included a Conceptual Land Use Plan with the PUD submittal to indicate the intended plans for the site.

The existing church is planned to be renovated and repurposed to accommodate planned uses and the shelter would be housed within the current building. The primary building entrance would remain on the south side of the building with direct access from the existing parking lot

and East 20th Street. This existing parking lot could be used for volunteer and guest parking, service provider parking, mobile health clinics, mobile laundry and similar uses.

The existing parking and access on the north side of the parcel (shared with Alnutt Funeral Home) would remain and be utilized as a service and staff access to the building, access to the existing trash enclosure, and be used for staff / volunteer parking.

The east vehicle access drive to Maple Drive is envisioned to be removed to limit visitor site access to East 20th Street. A new access into the existing parking lot may be required from East 20th Street to accommodate circulation through the parking lot when the east access is removed.

An adjacent Community Outdoor Space is planned east of the existing building. This area would be enclosed with a 6' height opaque barrier and is envisioned to include a combination of fence, wall and landscaping to soften the appearance of the barrier. Bufferyard (perimeter planting) requirements may be adjusted at time of Site Development Plan based on the large existing trees and the needs for the shelter and barrier.

The Community Outdoor Space is intended to support the shelter services and could include, but not be limited to these possible uses:

- Shade shelter
- Bike storage
- Storage building
- Water bottle filling station
- Dog park

Existing vehicle access roads through the Community Outdoor Space may be removed or provided for emergency access only if required by Loveland Fire Rescue Authority.

The west side of the property will remain as the 'front yard' of the building. A 3' height picket or rail fence is planned along the perimeter to define the boundaries of the property to assist with security of the site. This portion of the site is planned to include xeriscape plantings and may include a garden for volunteers and guests.

These items are indicated on the Conceptual Land Use Plan included with the PUD submittal.

HOW THE PROPOSAL MEETS THE PUD STANDARDS OF THE UNIFIED DEVELOPMENT CODE

The following identifies how each of the PUD Standards in Section 18.17.08.07 are met:

Generally. *A Zoning Document establishes standards for the development of property zoned for PUD, including allowable land uses and bulk standards. A Zoning Document covers all of the land area to be included in the PUD and identifies:*

1. The type and total amount of development to occur within the PUD (land use, number of dwelling units, and nonresidential floor area);
2. The proposed plan for pedestrian and vehicular circulation within and leading to the PUD; and
3. Required buffering or transitions along the boundaries of the PUD zone.

The site is currently developed and includes the First Christian Church, parking, sidewalks, landscape and drives. The proposed PUD Zoning Plan identifies the proposed land uses for the site.

Modification of Zoning Standards. *Development within a PUD shall comply with the design and use standards in the UDC, unless deviations to the standards are set out in the Zoning Document. In the event that the Zoning Document fails to address a standard of this UDC that is not district-specific, the standard of this UDC shall be applied.*

No deviations from the UDC standards are anticipated.

Design Guidelines. *The Zoning Document may include design guidelines for development within the PUD, in order to provide for a particular building character or theme.*

Descriptions of planned improvements and specific Design Standards for each use are included in the PUD Zoning Plans and Narrative.

Housing Diversity. *To encourage a variety of housing products, PUDs on property designated as low density residential in the Comprehensive Plan are eligible for an increase of up to 2 units per acre if the PUD meets the minimum housing mix in Table 18.17.08 and complies with the provisions in this subsection. Increases in the number of units are subject to compliance with applicable City standards not specifically waived or modified by the Zoning Document. The increase in units is considered an incentive and does not require an amendment to the Comprehensive Plan.*

Not applicable

Subsequent Development. *After approval of a Zoning Document, subsequent development may be carried out using a Sketch Plat, Sketch Site Development Plan, Site Development Plan, or Final Plat that are consistent with the Zoning Document. Areas identified as public or common amenity areas in the PUD shall be processed as a Sketch Site Development Plan or Site Development Plan or Site Development Plan concurrently with the Sketch Plat or Final Subdivision Plat that creates the boundaries for the public or common amenity area.*

Subsequent submittals and reviews of site-specific engineering plans will take place for each development phase and will be consistent with the Zoning Document.

Simultaneous Processing. *An applicant may, at the applicant's sole risk, submit a Sketch Plat, Sketch Site Development Plan, Final Plat, or Site Development Plan for simultaneous processing with a Zoning Document.*

Understood.

Standards. *A Zoning Document may be approved if it is demonstrated that it complies with all of the following standards:*

1. The Zoning Document is substantially consistent with the policies and goals of the Comprehensive Plan, any applicable adopted area plan, or community plan of the City, or reflects stated conditions that have changed since the adoption of the Comprehensive Plan;

The proposed PUD Zoning Plan is consistent with the policies and goals of the Comprehensive Plan. The PUD allows for the Homeless Shelter use to support an important need for the City of Loveland. The PUD corrects an existing split zoning that falls through the middle of the existing church building, and restricts the uses to only the planned Homeless Shelter and Place of Assembly (Church). The PUD establishes standards compliant with B-Business zone district and the Special Supplemental Standards for approval of a homeless shelter.

2. *The Zoning Document advances the following policy objectives:*

i. Promoting more economical and efficient use of land while providing a harmonious grouping of a variety of land uses; The PUD Zoning Plan allows for the efficient use of the under-developed area within the city by leveraging new and existing resources and supporting an important community need.

ii. Allowing for a project that assists in the implementation of adopted City plans (and not as a device to circumvent the standards of this UDC and good planning practice); The Zoning Plan supports implementation of the Comprehensive Plan policies for community services in alignment with the Unified Development Code.

iii. Addressing a unique situation or conferring a substantial benefit to the City; The Zoning Plan allows for the unique partnership of First Christian Church and Homeward Alliance to provide necessary services as a substantial benefit to the City.

Having a 24/7 Resource Center Means:

- Services are consolidated in one location to provide day/overnight shelter, food, employment, housing, mental health, and other resources. This creates a more dignified experience for people experiencing homelessness.
- A crucial part of the system is created to help ensure that homelessness is rare, short-lived and non-recurring.
- A safe and supportive environment is provided for people experiencing homelessness, and a higher level of safety is created for the entire community through a controlled and supervised space.
- Homelessness-related costs for emergency services are reduced.
- Local businesses are supported.
- There is equity in providing services for everyone without discrimination.
- Facility operations will transition from the City of Loveland to a collaborative effort by nonprofit agencies already providing these services regionally.

3. *The PUD complies with all applicable City standards not specifically modified or waived by the Zoning Document;*

The Zoning Plan complies with all such standards.

4. *The PUD is integrated and connected with adjacent development through street connections, sidewalks, trails, multi-use pathways, and similar features;* The Zoning Plan is within an existing established area with road, transit, and sidewalk infrastructure in place.

5. *To the maximum extent feasible, the proposal mitigates any potential significant adverse impacts on adjacent properties or on the general community;* The Traffic Impact worksheet reflects no adverse effects from Zoning Plan and future uses on the site. The PUD Zoning Plan incorporates the required Special Supplemental Standards and 6' ht opaque barrier unique to the Homeless Shelter use.

6. Sufficient public safety, transportation, and utility facilities and services are available to serve the subject property, while maintaining sufficient levels of service to existing development; Adjacent streets and utilities are available to serve the property and are indicated on the Zoning Plan. The development will be responsible for appropriate enhancements as required.

7. The same development could not be accomplished through the use of other techniques, such as complete neighborhood development, application of the Enhanced Corridor Overlay Zone, height exceptions, variances, minor modifications, or a planned unit development is a preferable way to regulate the subject property due to its large land area or multi-year build-out schedule; The PUD corrects an existing split zoning that falls through the middle of the existing church building, and restricts the uses to only the planned Homeless Shelter and Place of Assembly (Church). The PUD establishes standards compliant with B-Business zone district and the Special Supplemental Standards for approval of a homeless shelter.

8. As applicable, the proposed phasing plan for development of the PUD is rational in terms of available infrastructure, and capacity. Not applicable.

SUPPLEMENTAL INFORMATION FOR HOMELESS SHELTER USE

A. Description of the Use

EMERGENCY RESOURCE CENTER / SHELTER:

This site will include two co-located programs: a daytime resource center/day shelter and an emergency overnight shelter.

The purpose of the programs/site is to provide a range of services to people experiencing homelessness, with the primary goal of helping people obtain and maintain housing. All services will be provided in compliance with the State of Colorado's Office of Homeless Initiative Program Model Standards, as well as the Department of Local Affairs' identified Best Practices.

This facility falls into two categories: Resource Center (includes day shelter) and overnight shelter (congregate). Specific to each of those functions:

RESOURCE CENTER/DAY SHELTER:

The resource center provides outreach, engagement, and connections with persons experiencing homelessness to the services, medical care, and housing opportunities necessary to exit homelessness and secure safe, stable housing as quickly as possible. The Resource Center will be a single building and provide holistic programming and services that are connected to one another regarding the needed provisions that help people escape homelessness.

The facility will serve as the primary entry-point (for Larimer County) into the local Coordinated Entry System, known as Coordinated Assessment and Housing Placement System (CAHPS). This is a crucial role that involves identifying everyone

experiencing homelessness, conducting an HMIS-compliant intake, conducting a Shelter Diversion questionnaire, completing a vulnerability assessment, and ensuring that everyone is entered onto our by-name list in HMIS.

OVERNIGHT SHELTER:

Overnight congregate shelters typically include cots, bunks, mattresses, or other arrangements in a room or series of rooms with limited private space. In addition to meeting HUD's minimum habitability requirements, shelter design should be trauma-informed—ensuring that shelter residents feel safe while staying in shelter. Best practices require that basic amenities and programming be balanced as excessive amenities may create incentives to stay and actively oppose the goals of moving shelter residents to permanent housing.

- The most effective emergency shelters are low barrier, meaning that individuals can access services with minimal to no prerequisites.
- Emergency resource center / shelter means any facility with the primary purpose of providing resources and a temporary shelter for people experiencing homelessness. Emergency shelter, also known as shelter, provides a safe place for those experiencing homelessness to stay temporarily. Guests do not sign leases or occupancy agreements and are not charged rent.

In addition to providing a safe space and connecting guests to housing and services, emergency shelter is designed to reduce the harm associated with unsheltered homelessness, such as frostbite, exposure, victimization, violence, exploitation, and trauma.

Rather than using a standard or pre-determined length of stay for all guests, it is a best practice to base length of stay on person-centered metrics for how long households need to resolve housing barriers; the individualized approach is more likely to result in positive exits from shelter to housing.

B. Description of the Facilities Operation

As described above, the facility will be a day center and a one-stop shop of resources for people who are homeless or at-risk of homelessness in Loveland, Colorado. Multiple independent nonprofits will operate out of the building to collaboratively serve people experiencing homelessness or at-risk of homelessness. We expect to undertake the following activities at the proposed 24/7 facility:

- Provide a one-stop location for all people experiencing homelessness to access services from numerous agencies.
- Operate day center seven days per week.
- Provide core services, including showers, lockers/storage, laundry, mail, computer access, and more.
- Provide food, including breakfast, lunch and dinner.
- Screen all people for shelter diversion (a best practice that attempts to divert people from entering homelessness through family reunification, landlord mediation, etc.)
- Conduct intakes, enter data into HMIS (Homeless Management Information System, a state-wide database utilized by hundreds of agencies) and provide access and “warm hand-offs” to the onsite independent non-profit partners. Resources include: behavioral health, case management, resource navigation, senior services, family services, employment, housing search and more.
- Oversee onsite access to crisis intervention and substance use disorder interventions, including Peer Navigation.
- Provide 24/7 day and overnight shelter.

Staff Levels: The proposed center staffing could include a total of 20-30 full-time staff or contractors, including facility manager, support staff, security personnel, maintenance/janitorial worker, day and night center coordinators.

Services Provided: The Center will offer necessities such as meals, showers, storage and laundry facilities. Multiple agencies will be onsite to provide services such as (but not limited to): case management and resource navigation - to help patrons access resources for housing, employment, and healthcare. Counseling and mental health services and more will also be provided on-site.

Building Operational Rules:

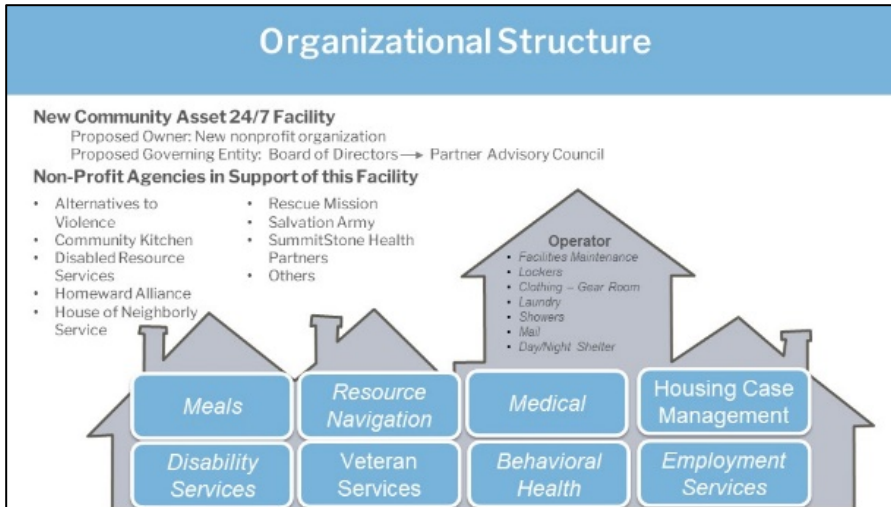
- **Patrons:** Must check in at the front desk if they are utilizing the facility. Please see the Code of Conduct below for more patron rules and regulations.
- **Service Providers:** A Memorandum of Understanding (MOU) between a nonprofit organization and the owner/operator of a building outlines their collaborative efforts to provide services to the homeless population. The MOU specifies each party's responsibilities, including the nonprofit's provision of various supportive services and the owner's maintenance and security of the facility. It details financial arrangements, such as rent and cost-sharing, and establishes protocols for coordination, communication, and problem resolution. Additionally, it addresses confidentiality, monitoring and evaluation of the partnership's effectiveness, and conditions for termination. This agreement ensures a clear, cooperative relationship to facilitate the successful operation of the homeless services program.
- **Volunteers:** Volunteers are required to participate in specific agency intake process and training and are required to sign a release of liability and code of ethics. Depending on the volunteer opportunity, there could be background checks and additional training.

Facility Maintenance: The facility maintenance responsibilities will be shared between the building owner and facility operator. Day-to-day upkeep, overseeing facility maintenance, using contractors and collaborating with partner agencies, will fall under the purview of the facility operator and the oversight for larger building repairs such as roof repair, building repair, tree pruning, furnace, hot water heater etc. would fall under the purview of building owner/LLC.

C. Organizational Outline

The 24/7 Center will be privately owned by a newly formed non-profit organization. Please see the image of the organizational structure below.

- **Board of Directors:** The facility will be overseen by a new non-profit organization's Board of Directors (new non-profit proposed name "Loveland Homelessness Solutions"). The non-profit is currently underway and anticipated to become official during the due diligence process (6 months).
- **Partner Advisory Council:** An advisory council may be comprised of local non-profits, community representatives, and homeless advocates to provide additional guidance.



D. Operator Qualifications and Experience

To ensure effective management and service delivery, the ideal operator for a homeless Center and resource center should meet the following qualifications:

Established Experience:

- Results Driven: Proven track record of experience in managing homeless centers and providing comprehensive services to homeless populations.
- Collaborative Engagement: Demonstrable knowledge of local agencies in providing homelessness services such as, but not limited to resource navigation, peer navigation, food, employment, health resources, emergency Center, housing resources, HMIS data collection, CAHPS participation.

Organizational Size and Capacity:

- Large Scale Operations: The organization should have a history of operating similar facilities.
- Staffing: Adequate staffing levels to support a large-scale Center, including collaborating with agencies that provide experienced case managers, social workers, mental health professionals, and administrative staff.

Financial Stability:

- Funding Sources: A diverse range of funding sources, including government grants, private donations, and partnerships.
- Budget Management: Demonstrated ability to manage large budgets and allocate resources effectively.

Deep Understanding of Homelessness:

- Population Needs: In-depth knowledge of the challenges and needs specific to the homeless population, including mental health, substance abuse, job training, and housing placement.
- Trauma-Informed Care: Proficiency in trauma-informed care practices to provide supportive and sensitive services.

Regulatory Compliance:

- Local and Federal Regulations: Familiarity with local, state, and federal regulations governing homeless Centers and resource centers.
- Health and Safety Standards: Adherence to health and safety standards to ensure a safe and secure environment for residents.

Data-Driven Practices:

- Outcome Measurement: Capability to collect and analyze data, specifically in HMIS, to measure program outcomes and improve service delivery.
- Reporting: Ability to generate comprehensive reports for stakeholders, including funders, government agencies, and the community.
- Data Collection from Clients: Systematically and regularly gather input and feedback from individuals with lived experience of homelessness to inform and improve service delivery. This includes conducting surveys, focus groups, and one-on-one interviews with current and former Center residents.
- Client Advisory Boards: Establish client advisory boards consisting of individuals with lived experience to provide ongoing insights and recommendations for program enhancements and policy development.

Partnerships and Networks:

- Community Engagement: Strong relationships with local community organizations, healthcare providers, law enforcement, and other relevant entities.
- Advocacy: Active participation in advocacy efforts to address systemic issues related to homelessness.

Client-centered Services:

- Personal Vulnerability Assessments: Conduct comprehensive intakes/assessments to understand each client's unique needs, strengths, and goals.
- Customized Support Plans: Develop personalized support plans that address housing, employment, education, health care, and other essential services. Actively involve clients ensuring their voices are heard and respected, in customizing their support plans to help individuals and families transition out of homelessness.
- Multidisciplinary Teams: Utilize multidisciplinary teams including case managers, social workers, healthcare providers, and employment counselors to provide holistic support.
- Coordinated Referrals: Streamline referrals to external agencies for specialized services such as mental health treatment, substance abuse counseling, and legal assistance.

OPERATIONAL PROFICIENCY

Facility Management:

- **Maintenance:** Experience in maintaining and operating Center facilities, ensuring they are clean, safe, and welcoming.
- **Logistics:** Efficient logistical management to ensure smooth daily operations, including meal services, security, Center and resource support.

CULTURAL COMPETENCE

Diversity and Inclusion:

- **Cultural Sensitivity:** Commitment to cultural competence and inclusivity, ensuring services are accessible and respectful to all individuals, regardless of their background.
- **Training Programs:** Ongoing staff training on cultural sensitivity, anti-discrimination, and diversity issues.

By ensuring that the operator meets these qualifications, the homeless center and resource center can provide high-quality, effective, and compassionate services to those in need, fostering a supportive environment that promotes stability and recovery, and help make homelessness rare, short lived and non-recurring.

E. Safety and Security Plan

A safety and security plan will be developed with project partners and will include (at minimum): identification of mutual goals (such as maintaining a peaceful, safe and clean neighborhood and community), establishing security policies and procedures (such as maintaining 24/7 security), maintaining the shelter site and grounds in good condition, establishing and upholding a Code of Conduct for all individuals, and developing and maintaining functional channels of communication. In addition, and more specifically the following items could be implemented (also see section E below for additional information):

- **Security Personnel:** Trained security guards will be on-site during operational hours to ensure the safety of patrons and staff.
- **Surveillance:** Security cameras will be installed throughout the facility and its perimeter.
- **Emergency Procedures:** A detailed emergency response plan will be in place, including evacuation procedures and coordination with local law enforcement and emergency services. There will be a close working relationship with first responders.
- **Surrounding Land Uses:** The facility is directly adjacent to a cemetery, a business and at least one housing community. Regular communication and potential security activity with nearby businesses and neighbors will be maintained to address any concerns.
- **Signage:** Clear signage will be posted around the property to aid in enforcement.
- **Perimeters:** Fencing/barriers will be established and implemented according to code and PUD process.

F. Good Neighbor Plan

The purpose of this Good Neighbor Policy is to foster a positive relationship between the 24/7 day and overnight shelter and resource center and the surrounding community. This policy

outlines the commitments of the shelter to address community concerns, promote safety, and ensure harmonious coexistence.

Goals

- Enhance Community Relations: Build trust and mutual respect between the shelter, its clients, and the surrounding community.
- Promote Safety and Security: Ensure a safe environment for shelter clients, staff, and neighborhood residents.
- Maintain Cleanliness and Order: Keep the surrounding area clean and well-maintained.
- Foster Communication: Establish clear channels of communication between the shelter, community members, and local authorities.

Commitments of the Shelter and Resource Center

- Safety and Security
- Employ professional security personnel to monitor the premises 24/7.
- Install and maintain security cameras around the facility's perimeter.
- Implement and enforce strict visitor policies to ensure the safety of clients and neighbors.
- Collaborate with local law enforcement to address any security concerns promptly.

Noise Control

- Maintain a quiet environment within and around the shelter, especially during night hours (10 PM to 7 AM).
- Educate clients on respecting noise levels and avoiding disruptive behavior.

Cleanliness and Maintenance

- Ensure regular cleaning and maintenance of the shelter premises and surrounding areas.
- Provide sufficient waste disposal facilities and conduct frequent trash collection.
- Organize community clean-up events to foster a sense of shared responsibility.

Community Engagement

- Establish a Community Advisory Committee composed of shelter representatives, local residents, business owners, and other stakeholders.
- Hold regular meetings (quarterly) to discuss concerns, provide updates, and seek feedback from the community.
- Create a phone number for community members to report concerns or incidents related to the shelter.

Client Conduct

- Enforce a code of conduct for clients that promotes respectful and considerate behavior towards neighbors.
- Offer training programs for clients on community integration and respectful neighbor practices.
- Address any incidents of inappropriate behavior promptly and transparently.

Support Services

- Provide comprehensive support services to help clients transition out of homelessness, including job training, healthcare, counseling, and housing assistance.
- Collaborate with local organizations to offer additional resources and support for clients.

Communication and Transparency

- Publish a regular newsletter detailing shelter activities, upcoming events, and any changes to policies or operations.
- Maintain an up-to-date website with information about the shelter, services offered, and contact information for community concerns.
- Facilitate open house events for community members to visit the shelter, learn about its operations, and meet staff.

Emergency Preparedness

- Develop and share an emergency response plan with the community, detailing procedures for various emergency scenarios.
- Conduct regular emergency drills in coordination with local emergency services.

Community Member Responsibilities

Engagement and Feedback

- Participate actively in Community Advisory Committee meetings and other engagement opportunities.
- Provide constructive feedback and suggestions to the shelter to improve operations and community relations.

Respect and Understanding

- Treat shelter clients and staff with respect and understanding.
- Recognize the shelter's role in addressing homelessness and support its efforts to help vulnerable populations.

Review and Evaluation

- Conduct annual reviews of the Good Neighbor Policy to assess its effectiveness and make necessary adjustments.
- Solicit feedback from the community and shelter clients to inform the review process.

Conclusion

This Good Neighbor Policy aims to create a supportive and harmonious environment by promoting mutual respect, safety, and collaboration between the shelter and the community. By adhering to these commitments, the shelter will contribute positively to the neighborhood and foster a sense of community well-being.

G. Code of Conduct

- **Rules and Regulations:** The Center will enforce strict rules prohibiting criminal activities, including theft, violence, and the sale, purchase, possession, or use of alcohol or illegal drugs on the premises.
- **Enforcement:** Any violation of the code of conduct will result in immediate intervention by staff, which may include removal from the premises and referral to appropriate services for support.

Example of Required Guest Guidelines Agreement:

The Center is a safe zone and an environment of mutual respect. Please follow the guest guidelines below while seeking assistance at the center.

- 1) All guests and visitors to the Center must check in at the front desk before accessing services.
- 2) Camping is not allowed on the property.
- 3) Loitering is not allowed on the property during hours of operation as well as on the grounds/parking lot when we are closed. Anyone on the property more than 30 minutes before or after business hours will be considered trespassing.
- 4) Guests may not leave personal property, including vehicles, bicycles, shopping carts or suitcases on property after the center has closed for the day.
- 5) Aggressive behavior including verbal threats, harassment, intimidation, foul, or abusive language, and hate speech towards staff, volunteers or other guests will result in immediate restriction of services. The Center staff will determine length of restriction based on a pre-established Action/Consequence chart and severity of the infraction. This ensures that there will be consistent disciplinary actions taken and sets behavioral standards.
- 6) No weapons are allowed on the property. Firearms and explosives will result in immediate restrictions from services.
- 7) No drug or alcohol use/distribution will be permitted on the property.
- 8) Please do not bring food to share onto the property and please dispose of trash in waste bins.
- 9) Children must always remain with their parent or guardian when on Center property, including outside and in the parking lot.
- 10) No tobacco use is allowed inside the building, including chew, dip, and vapor. Smoking outside will be allowed only in designated areas.
- 11) Animals/Pets Policy: Only well-behaved pets are allowed on the Center property. All animals brought onto the grounds and into the building must be always leashed and under the control of the owner. Animals may not be left unattended or mistreated. Any animal deemed to be aggressive or dangerous by local authorities or Center staff will be denied access to the Center. Owners must clean up after their pets. All animal waste must be properly disposed of in the outdoor trash cans. Failure to follow these guidelines will result in your animal being restricted from the property.
- 12) Please clean up after yourself, children and/or animals.

This detailed supplemental information aims to provide a comprehensive overview of the planned homeless Center, ensuring it operates efficiently and harmoniously within the community.