

HOMELESS SERVICE PROVIDER FORUM

May 24, 2021



Working together to help Wisconsin citizens experiencing homelessness

A partnership of these organizations:

- Department of Health Services
- Continuum of Care
- Wisconsin Emergency Management
- U.S. Department of Housing and Urban Development
- Federal Emergency Management Agency
- Department of Administration Interagency Council on Homelessness
- Institute for Community Alliances
- American Red Cross
- **AND MOST IMPORTANT – YOU!**

Agenda

9:00 a.m. Opening Remarks-Alfred C. Johnson

9:05 a.m. Homeless Service Provider Panel Presentation- Kevin Burch, Alexia Wood, Duana Bremer, Gai Lorenzen, Kim Sutter, Phillip Connelly

10:10 a.m. COVID 19 Vaccine and Infection Control Guidance Updates- Elise Balzer, Nicholas Tomaro, Ashlie Dowdell, Karen Boegler

10:30 a.m. Adjourn



Learning Objectives

- You will learn:
 - General understanding of Wisconsin homeless service provider operations and changes implemented as a result of the pandemic
 - Increased understanding of COVID-19 vaccines.
 - Increased understanding of CDC and DHS infection control guidance.



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Catholic Charities

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WISCONSIN DEPARTMENT
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St John's Homeless Shelter

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WISCONSIN DEPARTMENT
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Salvation Army of St. Croix, Polk and Burnett

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The Salvation Army
Doing The Most Good

Grace Place - New Richmond

Emergency Shelter

- Capacity up to **64** people.
- Length of stay is **30 – 90** days.
Each family or individual is assigned a case manager to guide them through their personalized steps to self-sufficiency.
- In **2020** were able to help **394** individuals with shelter, **46** of them were children.
- **73%** of all people who stay at Grace Place, leave shelter for permanent housing.



Building Strong Futures



Grace Place Shelter

Grace Place is an Emergency Shelter where families and individuals can reside. The goal of the stay at Grace Place is not just housing temporarily but to give the gift of independence through education and resources to ensure success when leaving the shelter.

Residents who stay at Grace Place are encouraged to attend:

- Cooking Classes
- Tutoring for Children
- Budgeting Workshops
- AODA Counseling (if needed)
- Mental Health Therapy Sessions
- Family Style Dinners
- Bible Studies (If Available)
- Community Sponsored Activities



Doing the Most Good

in St Croix County

Beyond the walls of Grace Place:

We also assist our community through programs like:

- Emergency Rent, Heat or Electric Assistance
- Disaster Relief
- Permanent Supportive Housing
- Tenant Based Rental Assistance
- Emergency Services
- Referrals to mental health
- Job skills coaching



COVID-19 Response

March 27, 2020 Facility Closed to the Public

Social Service programs continued including shelter.

Grace Place staffing continued at 100%.

Volunteer positions were suspended during this time.

Grace Place safety procedures enacted, masks, shields and sanitizing.

Dining area capacity reduced to 50%, flexible meal schedules in place.

COVID supplies were donated through community efforts.



Motel Voucher Program



Clients who requested shelter with a positive COVID test were placed in motels.
Grace Place residents requiring COVID testing were transferred to motels.
One resident tested positive during COVID shutdown.
Over 600 shelter nights were provided at an estimated cost of \$30,000.
Case management and meals were provided.

COVID-19 Response

Permanent Supportive Housing

Offsite case management was revised during the COVID response

Case management was provided by Zoom or telephone.

Clients had difficulty with isolation during COVID Response.

Client substance abuse increased during COVID

Client mental health issues also increased during COVID



THANK YOU!





WISCONSIN DEPARTMENT
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HALO Shelter

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WISCONSIN DEPARTMENT
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Porchlight

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PORCHLIGHT

SHELTER PROCEDURES & COVID RESPONSE – KIM SUTTER, DIRECTOR OF SERVICES





PORCHLIGHT DROP-IN SHELTER

Porchlight Men's Drop-In Shelter | Madison, WI

- ❖ Main provider of emergency overnight shelter for male-identified individuals in Dane County
- ❖ Started in winter 1984 in a church basement, expanded to three church basements around the Square
- ❖ Relied on 70+ volunteer groups to provide meals
- ❖ Serve 1,200 guests per year, 50-170 per night
- ❖ One staff per shelter site, one case manager at main site
- ❖ 90-day limit, no intoxication, focus on crowd control





TEMPORARY SHELTER SITES

CDC Guidelines, Best Practices for Congregate Shelter

- ❖ Physical distancing
- ❖ Cleaning/sanitization
- ❖ No family-style food service
- ❖ Emergency staffing plans
- ❖ Personal protective equipment (PPE)





TEMPORARY SHELTER SITES

CDC Guidelines, Best Practices for Congregate Shelter

- ❖ **Physical distancing** → spaced beds 6 feet apart, promoted physical distancing throughout the facility
- ❖ **Cleaning/sanitization** → cleaned/sanitized the facility, laundered linens daily
- ❖ **No family-style food service** → provided catered, individually packaged meals
- ❖ **Emergency staffing plans** → consolidated shelter staff into one location
- ❖ **Personal protective equipment (PPE)** → mandatory masking for staff and guests (masks provided)





SHELTER ADVANCEMENTS

Policy Changes

- ❖ Paused enforcement of 90-day shelter limit
- ❖ Increased access to individuals under influence of substances
- ❖ Decreased length and frequency of suspensions



New Staffing Pattern

- ❖ Health Assessment Coordinator
- ❖ Shelter Assistants
- ❖ Support Specialist
- ❖ Case Managers





COMMUNITY PARTNERSHIPS

City of Madison → site location, funding, engineering solutions, transportation, vendor contracts



Public Health → consultation, education, medical respite, COVID testing, vaccine clinics



Dane County → funding, vendor contracts, at-risk hotel

UnityPoint Health-Meriter → COVID testing



Nurse Disrupted → virtual COVID-19 health assessments & tele-health equipment



Catalyst for Change → referral of unsheltered guests, policy ideas



The Beacon → extra staff support, ongoing collaboration meetings



MACH OneHealth → on-site physical health care, crisis support



STAFF & VOLUNTEERS

Staff Support

- ❖ Standing monthly staff meetings
- ❖ Additional trainings
 - ❖ COVID-19, proper use of PPE
 - ❖ Blood borne pathogens
- ❖ Collaboration with Public Health liaison, internal contact tracing for positive cases
- ❖ Higher staffing levels and new positions
- ❖ Increased communication (computer access, emails, two-way radios, incident debriefings)
- ❖ Biweekly conference calls with City staff

Volunteer Recruitment

- ❖ Focus on one opportunity – health assessments
- ❖ Send position summary and nightly protocol to all interested volunteer candidates
 - ❖ Indicate the importance of duties in maintaining health and safety for shelter users
 - ❖ Describe and train on PPE use, provide all PPE
- ❖ Update all volunteers on changes in CDC guidance
- ❖ Advertise through United Way, our own website
- ❖ Outreach to University students
- ❖ Track, provide verification of hours as requested



CONTACTS

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For More Information:

www.porchlightinc.org/mens-emergency-shelter/

This page is updated with information on the temporary shelter operation at First Street, including an updated version of the Shelter Policies & Procedures.

You can also refer to the website (www.porchlightinc.org) for updates regarding Porchlight's ongoing pandemic response.



WISCONSIN DEPARTMENT
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Questions?



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Questions?



Thank you

