

December 5th, 2022 HSC Outreach Committee Meeting Notes

- 1) Introductions completed.
- 2) Shelter & Street Outreach Staff Working Together –

Panel Discussion on shelter suspensions and how staff can work together? Talked to Tara Barica, TSA / Fares Fares, Porchlight / Fannicia Hawkins, The Beacon /.

Fares Fares, Porchlight - Fares talked about the reasons you can be suspended for at Porchlight, the shortest/longest suspension you can receive. Shortest is one day, Longest is permanent suspension. They are working on a new template for suspension reasons as well. Gave examples of both short and long suspensions. Fares mentioned the "Shared Suspension List" as well and mentioned that it's currently only shared with two outreach agencies at this time. Wondering if it's practical to share/open up to large outreach group. Porchlight averages about 2 suspensions every 2 weeks on average, however winter time is harder on shelter than normal.

Cold Weather Nights do let some suspended guests back in, depending on suspension reason.

Casey Yanta, TSA – Salvation Army guidelines are all written down in the intake packet that people get – biggest piece taken into account for guidelines are community safety. No drugs or alcohol on property, no outside food, violence towards guests or staff, no theft, no burning of any kind, no illegal activity, no harassment towards guests or staff, no weapons. The ones concerning violence towards staff or guests would be the suspensions that would be longer than 30 days. The other violations would be much smaller suspensions such as a 1 day suspension for missing curfew, etc. You are allowed to come back during cold weather nights if you're suspended, unless the reason you're suspended is for violence then you would not be able to utilize shelter during cold weather nights.

Tara Barica, TSA – All suspensions given in the moment. Managers do watch incidents within 24 hours/next business day and they can overturn a suspension if need be. When a suspension occurs, there's a grievance and appeal process guests can go through to appeal the suspension. Appeals are completed within 48 hours. All guidelines to these processes are on the Salvation Army website as well.

[f997bcae-e5e7-422e-9735-803f1f94eb3c_Suspension+Guidelines.pdf](https://www.salvationarmyusa.org/~/media/Files/997bcae-e5e7-422e-9735-803f1f94eb3c_Suspension+Guidelines.pdf)

Due to federal funding – shelters are not allowed to store drugs/alcohol for guests who bring it in. They can store non fire-arm weapons at Porchlight however.

Nici Hawkins, The Beacon – Use every interaction as an opportunity to build rapport with guests. Team Culture of transparency and open communication. Suspension longer than 2 weeks requires a consensus of at least 2 staff members.

Beacon Code of Conduct :

Reduced Worry of Physical Safety – Threatening or concerning behavior, harassment, public health concerns.

Reduced Worry of Triggering Situations – Lewd or lascivious behavior, privacy violations, disruptive/socially inappropriate behavior, behavior harmful to those trying to maintain their sobriety.

Suspension Guidelines : Level 1 – Walk off for the day, Level 2 – 1 Week Suspension, Level 3 – 2 Weeks, Level 4a – 1 month, Level 4b – 3 months, Level 5 – 6 months, Level 6 – In the clouds (no end date with staff review after 6 months)

Grievance Procedure laid out as well. Will get the powerpoint from Nici if possible to add to meeting notes.

Talked about Outreach Brochure and making sure it's updated with hours, contact information, etc.

Marjorie brought up a good point about people being denied shelter late at night or with severe weather and being unable to immediately connect with an outreach worker because they may not be fielding calls after 9pm. Talked about the difficulty of agencies closing/doing intake around 5 but that it can be hard to connect suspended folks to anyone once it gets much later in the day. Talked about adding hours of operation to the outreach brochure so you know who is/isn't available.

Shelters mentioned that it would be good to have outreach intervene when people get suspended from other shelters. Discussed how outreach and shelter can have better working relationship and gameplan better to be a collaborative team when these incidents happen.

Discussion about some option for creating a 24 hour hotline that suspended/removed guests could call. Shelters working on a more restorative justice approach to shelter and trying to suspend less people.

Next Steps :

- 1) Sarah will send out brochure to street outreach to have latest & greatest versions
- 2) Currently in the evenings we can reach out to Catalyst until 9pm if assistance is needed
- 3) Possible work on having shelters rules be more parallel/mirrored so guests can experience similar structure from place to place.