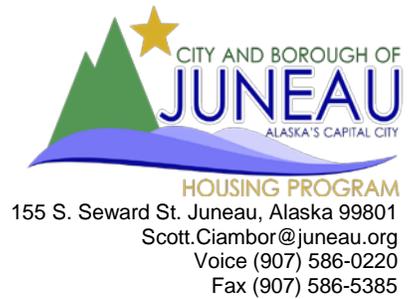


# MEMORANDUM



**TO:** CBJ Committee of the Whole  
**FROM:** Scott Ciambor, *Scott Ciambor*  
Chief Housing Officer  
**DATE:** April 23, 2018  
**SUBJECT:** CBJ Cold Weather Emergency Shelter

The CBJ Cold Weather Emergency Shelter operated in the Alaska Mental Health Trust Authority Public Safety Building between December 1, 2017 and April 15, 2018 on nights when the temperature was below freezing. Hours of operation were 11:30pm – 6:30am. Existing emergency shelter providers (Glory Hole, AWARE) provided 2 staff persons for each night the shelter was open.

## **Homeless Management Information System (HMIS) Data**

The shelter was open for 70 nights and served 158 unique individuals with 715 total bed nights.

Other HMIS data collected provides additional details about the individuals that utilized the shelter this winter.

- 34 Chronically Homeless individuals;
- 114 individuals used the shelter for 2 nights or less;
- 45 individuals (28%) utilized another shelter during the winter; and
- Individuals residence prior to project entry:
  - Place not meant for habitation = 80
  - Staying at friends/family members room, apartment, house = 37
  - Emergency shelters = 26

## **Review Meeting Feedback**

On April 10, 2018 a project review meeting took place with CBJ staff, Glory Hole and AWARE staff, and representatives from emergency services providers.

The overall impression was that the additional shelter space during the cold winter months likely saved lives and relieved pressure from the emergency services system. Even though the project was up and running quickly, additional safety precautions and staff training would be essential to operating a similar project in the future. Providing adequate staffing was a big challenge for Glory Hole and AWARE. Successful operation this winter was due in larger part to one staffer, Jackie Bryant, who worked most nights and stabilized the project. Planning would need to begin in the summer for future winter operations.

### Additional Feedback

Agency	Feedback From Participating Agencies
Glory Hole	<i>This was the first winter in years that GH was not over capacity. JPD support was excellent, especially Officers Colon and Smith. Two well-trained staff is a good staffing level for the shelter.</i>
AWARE	<i>Time limits were very good, 11:00 pm to 6:30 am a good range. Established that the purpose of the shelter was to sleep.</i>
JPD	<i>Downtown camping concerns were minimized during shelter operations. Officers appreciate having the shelter as an alternative for clients.</i>
CCFR	<i>CFR had six calls to the shelter, all legitimate. CFR had a reduction in “fake medical” calls this winter, where clients would claim an ailment in order to get some sort of shelter.</i>
Bartlett	<i>Emergency Room (ER) has seen a significant winter months reduction in returning clients, partially due to this shelter and to Housing First. This allowed ER to focus on medical emergencies.</i>
JAMHI	<i>Suicidal ideation reduced. Conjecture is that clients did not have to be suicidal in order to receive shelter (previously, would have been housed at the Bartlett Mental Health Ward).</i>
Rainforest Recovery Center	<i>There was a drop in Rainforest Sleep-Off, helpful for clients to have somewhere else to go.</i>

### Risks & Challenges (all)

<i>While the emergency shelter was a success, security and service systems need to be buttressed to reduce risks.</i>
<i>Providing adequate, appropriate staff is a challenge.</i>
<i>Economic efficiency this year due to dedicated staff who endure low compensation but are required to do stressful work. Future shelter staffing costs should balance:</i>
<ul style="list-style-type: none"> <li>○ <i>Prep services team in October or November.</i></li> <li>○ <i>Training</i> <ul style="list-style-type: none"> <li>▪ <i>Alcohol and overdose recognition</i></li> <li>▪ <i>De-escalation</i></li> <li>▪ <i>Security/Weapons</i></li> </ul> </li> <li>○ <i>Note that RRC is staffed by EMTs. Do RCC and the shelter overlap? Could services be provided more efficiently through combining some elements?</i></li> </ul>
<i>Get guidance from other low/no barrier shelters on how they handle challenging clients.</i>
<i>Establish standards for “too drunk,” at RCC it is 0.4, which is quite high and results in an ER visit.</i>
<i>Rough start with laundry services, but three day pick-ups seem to work. Shelter staff were key to finding the solution.</i>
<i>Some clients suffer severe mental illness to the point that communications are difficult. Establish protocols to make sure these clients are in the system and can use any entitlements they qualify for. Need an organized plan to get the mentally ill into a system. There are about half a dozen who are very challenging and would benefit greatly.</i>
<i>Concern that some clients have homes, but it is more convenient to stay at the emergency shelter. Easy to check with Housing First (HF) clients, but more challenging with others. Police officers were not instructed to ask clients if they had a home to go to. They interact with the clientele regularly and assume they are unhoused.</i>

**Budget**

On November 6, 2017, the CBJ Assembly passed Ordinance 2017-06(L) appropriating the sum of \$75,000 as funding to work with existing emergency shelter providers to establish a warming center to be operated when the temperature drops below 32 degrees. Budget to-date:

<b>CBJ Cold Weather Emergency Shelter Budget</b>	
Lease	\$16,425
Personnel	\$58,856
Incidentals	\$250
<b>Total Costs</b>	<b>\$75,531</b>

Total cost to operate the shelter in 2017-2018 will be less than the total above due to:

- Alaska Mental Health Trust Authority grant for \$16,425 to cover the lease;
- Donations received for the project through the Juneau Community Foundation \$4,000.

2017-2018 total cost: \$55,106

**Future Shelter Operations**

If the Assembly is interested in providing this service in the future there is opportunity through the current budget process.