

Winter Warming Center Info Sessions

Meeting Notes

6.27.24 and 7.1.24

1. Summarized the purpose of the winter warming centers (WWC): To keep people safe from hypothermia, especially those who will not or cannot access traditional shelter AND to provide resources and connections to get people on the path to housing.
2. Overview of the RFP: Seeking operators and service providers for at least 4 separate WWC from 12/1/24-3/31/25. **Application due 7/25/24**
 - a. Would love to work with more faith-based partners.
3. First English Lutheran Church shared about their experience providing a facility.
 - a. Appreciated the service being provided for the unsheltered
 - b. Great experience that changed people's lives. Zero problems and would love to host a WWC again this year.
 - c. Shared that many of those staying there became a part of the church's overall ministry, as they serve weekly meals.
4. Others shared positives from last years' experience.
 - a. Were able to accept companion animals for the first time, without problems, which meant some people were able to be sheltered that otherwise would not.
 - b. Very collaborative process with CSB – both on the application and budgets but throughout the season
5. Kirstin highlighted the tight timeframe between employee hiring (11/1/24) and funding (11/15/24 will be the 1st payment opportunity)
 - a. Jasmin shared that she started recruiting in late summer, letting people know of the opportunity and timeframe and that was helpful.
6. Reviewed the training that will be offered.
7. Kirstin went over how to complete the application using Submittable, walking through each step.
 - a. All fields are required; questions will appear based on if you are applying for Operations, Services, or Both
 - i. If applying for both, can submit a combined budget or separate budgets, whichever makes sense for you.
 - ii. Let us know if you have any costs that do not fit the set categories; we would love to see “out of the box” ideas!
 - b. Please reach out with any questions or for assistance
8. Shared the review and scoring process.
 - a. CSB's Interdisciplinary Team and Executive Leadership Team, Youth Action Board and Citizens Action Committee members will make up the Review Committee
 - b. Standardized scoring tool is being developed now.
 - c. **Those selected will be notified on August 15th.**

Questions & Answers

- How much funding is available?
 - A: While the total funding award is still undetermined, last year's awards were between \$14,000 and \$435,000.
- What expenses are eligible?
 - A: Staff costs, administrative costs (up to 7.5% of the budget), food costs, supplies necessary for providing services or operations, please ask about anything falling outside this guidance.
- When can I hire?
 - A: Between 11/1/2024 and 11/15/2024, with 11/15/2024 being the earliest date to be able to pay staff with this grant source.
- What training will be provided?
 - A: Safe Operations of a Winter Warming Center, De-Escalation Techniques, HMIS/data entry, Invoicing Training, Community Resource Access, Cultural Sensitivity, Motivational interviewing, Trauma-informed care, Harm-reduction, Domestic violence, Community resources, Safety Planning, Exit Planning, Other training as needs are identified.
- How big of an unmet need is there to have a warming center on the west side near Sullivant and Hague? Are there partner orgs on the west side that have already signed up?
 - A: We want to have a warming center in each of the four quadrants in town—this location could meet the needs of having one on the westside.
- Would the host org hire all the staff, or is that something that CSB would provide? I saw that CSB will provide security, but it looks like we would provide record keeping and other staff, is that correct?
 - A: The Operator of a Warming Center is responsible for hiring staff, not the host site (unless one and the same). The Operator would be responsible for record keeping related to clients staying at the site. The Service Provider is also responsible for hiring its own staff.
- Is CSB providing or requiring HMIS (Homeless Management Information System) database access to both Operators and Service Providers this year?
 - A: Yes, both Operators and Service Providers are required to use the HMIS. Include these costs in your budget - \$120 agency fee if not a current CSB HMIS partner + \$105 annual license fee + \$175 license activation fee.
 - A: HMIS is the online database where everyone working in the homeless system records client data. Netcare, our Coordinated Entry provider, will use this to refer people to Warming Centers based on availability and best fit due to needs, ex: 1 location may take pets, another couples. This year, we are looking to have Service Providers use HMIS to keep up-to-date notes in clients' records so that they will assist with meeting their housing goals. This includes uploading personal documents (SS cards, birth certificates) so that these important documents will not be lost. Operators will track clients' entry and exit in the Warming Centers. Users will need training, but it is easy. We want you to succeed and will assist as needed.

- Can you clarify the difference between the roles of Operators and Service Providers?

- A: OPERATOR RESPONSIBILITIES SERVICE PROVIDER RESPONSIBILITIES

Provide staff during all hours of operation (1 staff during daytime, 2 staff each night AND a lead staff)	Engage guests with on-site service coordination (securing documentation, harm reduction, peer support, healthcare, crisis prevention, benefits etc.)
Complete daily check-ins & exits in HMIS, maintain daily roster & communicate with Netcare when at capacity	Provide linkages to housing services (rapid re-housing, permanent supportive housing, completing service needs assessments etc.)
Provide warming center supplies	Maintain and secure client documentation
Supervise clients and report safety incidents to CSB	Determine and implement engagement incentives, if available
Ensure building, grounds, and laundry are cleaned daily or on a schedule	Participate in weekly meetings
Coordinate food provision for guests, unless there is a different agreement with Service Provider	Provide a schedule of services to guests and Operator
Maintain and secure client documentation	Provide a point person for communication with Operator and CSB
Provide pet management, as applicable	
Coordinate on-site community providers and volunteers	
Participate in weekly meetings	
Point person for the warming center that communicates with facilities, service providers, clients and CSB	

- What if we want to provide a facility?
 - A: Wonderful! We are looking to have locations in the North, East, South, and West. Facilities are not a part of this RFP, so just send an email to grants@csb.org
- What if we want to provide partial services?
 - That is great! Simply note that in your application.
- Can I apply to provide Operations or Services at more than 1 site?
 - A: Yes. Complete just one application, noting that in the budget comments and using a separate budget for each site.
- What will be different this year?
 - Implementing lessons learned from last year to refine procedures and processes.
 - Creating an Implementation Committee for this work between now and 12/1/24
 - Creating a Day-to-Day Workgroup with Operators and Service Providers to run concurrent with the Warming Centers

- Will create a Partner Page on the website for Warming Center partners that will include all policies, procedures and needed forms instead of only hard copy versions.
- Schedule of services will be posted at each site for both clients and operators.
- What kinds of services are we looking for?
 - Assistance obtaining IDs and other documents needed for housing and employment.
 - Complete housing assessments based on client needs and criteria.
 - Connect people to any benefits they may qualify for
 - Provide referrals to legal services to resolve outstanding warrants, explore record expungement, or provide eviction assistance/expungement opportunities.
 - Physical and Mental Healthcare
 - Meals and snacks
 - Employment services
 - Pet services for companion animals – intake exams, vaccines, grooming
 - Assistance with transportation
 - Anything else that would benefit those accessing Warming Centers; taking a holistic view, especially as this may be the first time these guests are accessing services.
- Do we have processes in place for client feedback?
 - A: Yes, client satisfaction surveys, talking with clients at routine site visits, suggestions box, grievance policy and forms.
- What is the process to edit the budget if we think of something we missed?
 - A: CSB will reach out as we review submissions and bring up anything that appears to be missing, and you can mention additional items at that time.
- How will the recent Supreme Court ruling that allows cities to criminalize homelessness affect this work?
 - The City of Columbus and Franklin County have both affirmed that they will **not** be criminalizing homelessness, but we will be increasing our advocacy to encourage other locations to do the same and encourage you to do so as well.
- Are there specific hours required for services?
 - A: No, though we will consider this as one factor when scoring. Certainly during the time the Warming Center is operational.
- What safety and security protocols are there?
 - A: Security will be provided at each location, staff will be trained in Crisis Prevention and De-escalation, and HMIS access will ensure that someone who is banned from one site for health and safety reasons won't be able to access the other sites, if after appeal it is determined that they would be a health and safety risk.
- How do we prioritize housing for individuals?
 - A: Guests will be encouraged to participate in a housing needs assessment which will determine which type of housing assistance is most appropriate. If Permanent Supportive Housing, there is a separate scoring tool that looks at length of time homeless and a person's severity of needs to prioritize housing.

- How is the capacity for each Warming Center location determined?
 - A: This is determined with the facility, looking at both safe capacity and availability of restrooms, sleeping spaces etc. Daytime capacity may be higher, but no location will host more than 40 guests each night.

- Under the Organization Name info.: I am not sure as to what name I should list on application, the name I registered with the Secretary of State as or my DBA?
 - A: Please include both names.

- What technology does your organization have and use? What gaps do you have? Speaking of “gaps” what exactly is meant by that? And I am assuming the technology means i.e., laptops, phones, system management, software system? If not, please clarify.
 - A: We are looking to see that your organization has computers, internet access, phones, and anything else needed to provide operations or services. If there is something that your organization could use for technology but does not have, that is what we consider a gap. You can include in your budget the cost to cover these gaps. At the end of your contract, dependent on what CSB approves as a part of your budget, the purchased items may have to be returned to CSB.

- Under the Minimum Qualifications: Just to clarify when it says a prospective partner must have the following qualifications and/or public organization licensed to operate in the State of Ohio. Do I need a “license” other than being registered with the Secretary of state of Ohio?
 - A: Being registered with the Secretary of State is what we are looking for.

- Does the organization need insurance during the duration of operating months? And if so, how much is required?
 - A: Yes, insurance is required. The amount of insurance will be determined prior to the contract and depends on the level of funding received from CSB.

- Can we operate under a 1099 for employees or does it have to be w-2s in terms of payroll?
 - A: This is up to the business.