



## **Office of Homelessness Assistance and Poverty Prevention**

### **Standards of Operations**

### **MISSION STATEMENT:**

The central mission of the Office of Homelessness Assistance and Poverty Prevention Program (OHAPP) is being a bridge of housing services to those families and individuals who have become homeless due to extrinsic factors such as substance abuse, untreated mental health conditions and disunification from familial support.

### **CORE PURPOSE:**

The core purpose of each emergency shelter that OHAPP maintains on Guam such as the Global Dorm's shelter is to work with the guests to secure a safe alternative housing placement or permanent housing, as rapidly as possible, and to link the guests with Necessary follow up supports to help stabilize them in their housing.

Relative to amending executive order NO. 2020-23 creating the Office of Homelessness Assistance and Poverty Prevention.

### **HISTORY:**

Emergency Homeless Shelter Programs has been in dire need and has been a call to action by the Lieutenant Governor of Guam to reduce the rate of homelessness since the start of the Covid-19 pandemic. The Office of Homelessness Assistance and Poverty Prevention Program (OHAPP) was created as a response to reduce the rates of street homelessness and to ensure permanent housing is possible to the residents living in the emergency shelters. Many families with school age children and single individuals have been losing their jobs as well as getting reduced hours. These factors prevent them from no longer being able to pay for their rent, resulting to eviction from their homes. Also, racially/ethnically diverse families with school-age children coming from the neighboring islands of Micronesia have been greatly affected as well and are seen as the most at risk in becoming street homeless since the start of the Covid-19 Pandemic. Other factors that lead to the result of street homelessness on Guam is due to substance abuse, untreated mental health conditions and separation from family which leads to the causation of street homelessness.

In March of 2020, the Global Dorms emergency shelter under the Safe Haven program of Catholic Social Services has opened up for the families with kids and single individuals who have become street homeless. On January of 2021, the Lieutenant Governor gave oversight to the Office of Homeless Assistance and Poverty Prevention program to help maintain Global Dorms. Part of oversight is also policy-making by taking a look at the homeless population on Guam through a macro-perspective to see how we can reduce the rates of homelessness and develop efficient housing programs to reach the goal of providing permanent housing.

The Global Dorms emergency homeless shelter have a total of 39 rooms with approximately 110 beds year-round with 25 additional futons for extra bedding. The clients are fed three times a day, 8am for breakfast, 12pm for lunch and lastly 530pm for dinner with Three Squares and Nayan Express being the food vendors who supplies and delivers the meals to the clients. Transportation services are provided to the clients from Guam Regional Transportation Authority (GRTA) and must be scheduled a day early for the clients to use their services.

The Safe Haven Global Dorms emergency homeless operates on the following principles:

- **Centralized Case Management Intake:** Global Dorms emergency shelter only accepts clients who are exposed outside of the elements within 24-48 hours. The list of clients is prioritized by first family with school age children, second individuals with school age children, and lastly singles without school age children. The case workers and social workers inside Global Dorms are responsible for connecting the families and individuals to their social welfare from the Department of Public Health and Social Services (DPHSS) to achieve their snap benefits and the Bureau of Nutrition Services Women Infants and Children program that is also under DPHSS.
- **Best Practices:** Implementation of best practice solutions that include Voluntary Donation Services, Salvation Army's Rapid Rehousing Program & Emergency Solutions Grant, as well as Catholic Social Services Housing Programs and Outreach program also known as Na' Fan Sâfo, and lastly Housing-First Case Management.

### **EMERGENCY SHELTER OPERATIONS**

Shelter operations and services are aligned to work with the shelter guests in an effort to secure a safe alternative housing placement or permanent housing solution as quickly as possible. These efforts link the Global Dorm residents with needed follow-up support to help stabilize their housing situation. The Global Dorms emergency shelter is a 39-bed emergency shelter located at the 727 Robot Street, Maite, Guam. The shelter has 39 bedrooms available to the residents with each room being able to fit a family of eight and below. The shelter provides services to families with school age children, singles with school age children and lastly singles without children. Shelter operators are expected to engage shelter guests in Day Program activities and offer case management services. HSC shelter operators also provide Street Outreach based on identified

community need. Outreach workers engage individuals who live in encampments under bridges, in parks and in other places not meant for human habitation. The Global Dorms Emergency shelter facility offers three daily meals (breakfast, lunch, and a hot dinner) a day and are prepared by Three Squares Restaurant and Nayan Express as the main food vendors who supplies the meals to the clients. When clients are transitioned into the shelter, the case worker then makes the clients fill out an individual/family service plan that indicates what services the clients have already, and what services they do not have but need. From there, client services between other programs are then closely coordinated. Programs such as Salvation Army, Oasis, Lighthouse Recovery Center, New Beginnings, and Catholic Social Services, and lastly the Department of Public Health and Social Services (DPHSS). When needed, other agencies also come into play when it comes to the safety of the clients such as Adult protective services under the Department of Senior Citizens Center and Child Protective Services under the BOSSA program from the DPHSS as well. For mental health screening, primary services are also applied by the Guam Behavioral Health and Wellness Center (GBHWC).

### **CRITERIA FOR SHELTER ADMISSIONS**

The Global Dorms emergency shelter is intended to be a resource of last resort, for the residents on Guam experiencing homelessness who have no other option to resolve their homelessness. Those who are eligible to stay in the shelter are During the intake process, all efforts to divert the households too safe, alternative housing will be made. If the safe, alternative housing is not permanent, efforts will be made to sustain the alternative housing until permanent housing can be achieved. The length of stay provided to the residents at Global Dorms is limited to 60-90 days. Within those days of stay, it is the case worker and social worker's responsibilities to make sure that the residents find job placement and are connected to their social services. Also, it is of priority that the school-age children are protected and has their educational needs met through the Government of Guam Department of Education (GDOE) system.

### **ASSESSMENT OF POTENTIAL SHELTER GUESTS**

The Homeless Management Intake System (HMIS) is key to reducing new incidents of homelessness. This entry data based system provides a clear method in which persons at risk of becoming homeless can be assessed and determined eligible for housing programs within the Continuum of Care. The HMIS system will:

- Assess households for their strengths and work with the clients in identifying needs
- Assess and screen households for prevention services (rental assistance and intensive case management services) and various housing options
- Assess and screen households for diversion services, brief hotel placement, or shelter
- Match households to programs based on their needs and information from assessment documents In addition to preventing homelessness, the CAS system also serves as the access portal for households currently deemed as homeless and provide a path to housing options that include:
- Affordable Housing subsidy programs

- Alternative Living Arrangements (joint living arrangements, renting a room);
- Rapid Re-Housing programs and Permanent Supportive Housing programs

### **Non-Discrimination Requirements**

The emergency shelter requires that all programs participating in HMIS, including but not limited to recipients and sub-recipients of the Emergency Solutions Grant (ESG) Program funds by the Salvation Army Organization, comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws as specified at 24 C.F.R. 5.105(a), including, but not limited to the following:

- Fair Housing Act: prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status;
- Section 504 of the Rehabilitation Act: prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance;
- Title VI of the Civil Rights Act: prohibits discrimination on the basis of race, color or 8 national origins under any program or activity receiving Federal financial assistance;
- Title II of the Americans with Disabilities Act: prohibits public entities, which includes state and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance.
- Title III of the Americans with Disabilities Act: prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

In addition, OHAPP's emergency shelter requires that all programs participating in HMIS, including but not limited to recipients and sub-recipients of Salvation Army's ESG Program funds, comply with the nondiscrimination and equal opportunity provisions established by Guam's Legal ordinance, which make it unlawful to:

- Discriminate because of race, national origin, color, marital status, sex, religion, age, disability, sexual orientation, or familial status (i.e., being pregnant or having children under age 18);
- Retaliate against any person who opposes discriminatory practices;
- Discriminate in the sale, rental or financing of housing or commercial real estate; the provision of public accommodations; applications for or offers of credit; enrollment in private educational institutions; and employment.

### **Equal Access and Accessibility**

In compliance with the "Equal Access" Final Rule, the emergency shelters OHAPP will oversee especially Global Dorms shall ensure equal access to individuals in accordance with their gender identity, regardless of sexual orientation and/or marital status. In addition, the emergency shelters will conduct an annual assessment of services needed in other languages and projects

serving people experiencing and/or at-risk of homelessness hire bilingual staff. In addition, all residents in the shelters, have access to the same services with other shelters on Guam. This includes single adults, families with minor children, families without children, emancipated youth under 18, young adults, people experiencing chronic homelessness, veterans, people living with substance use disorders, serious mental illness, HIV/AIDS and other disabilities and survivors of domestic violence. CAS offers the same assessment approach to all people who may be experiencing homelessness or at- risk of homelessness and poverty.

### **SHELTER INTAKE OF GUESTS**

Upon arrival to a shelter, all of the guests' belongings will be placed into a Bedbug treatment bag for 2 hours and the following intake documents will be presented:

- Intake Checklist
- Tour and Information sheet
- Welcome letter • Communicable disease prescreening (e.g., TB)
- Emergency Contact sheet
- Linen Agreement
- Smoking Policy/Drug
  - Participant agreement
- Guest Resident Handbook

Procedures/Operations Manual Guests will not be admitted with weapons, alcohol or illegal drugs, or other prohibited items. When turned away from the shelter for weapon possession, the police will be notified. After a shelter stay of 8 consecutive days, trained shelter staff will conduct the Service Prioritization Decision Assistance Tool (SPDAT) to assess next-step housing needs. A person who leaves before eight days will have the SPDAT completed upon returning to the shelter.

#### **After-hours Admission**

OHAPP recognizes that households' emergencies may not take place during regular business hours. Emergency needs can arise after-hours, during holidays, and on weekends. To meet the needs of residents in the emergency homeless shelter, the HMIS system has established an emergency number that can connect households to a live person to discuss the nature of their emergency. A household experiencing a housing emergency after business hours, on weekends, or on holidays can call the social worker or the director of the emergency shelter in regards to client intake. The social worker/case worker will then triage documentation, assess the household's emergency needs and make appropriate referrals. The household may be asked to come to an alternate location when determined necessary by the staff conducting the assessment. If on-call staff requires assistance, they should consult/notify their on-call supervisor.

At the conclusion of an intake, the trained housing intake staff will:

- Complete intake paperwork via the Homeless Management Information System (HMIS);
- Make a referral to emergency shelter if the household has no other immediate option;
- Make a referral to or call Mental Health Emergency Services for any psychiatric crisis or to 911 directly only as necessary if someone in the household is experiencing a medical or other crisis that is beyond OHAPP's scope of practice.

### **TURBERCULOSIS SCREENING PROCEDURE**

Upon entry into an emergency shelter, all guests will be screened for signs and symptoms of tuberculosis (TB). Pursuant to the guidelines from the Center for Disease Control, a more detailed TB history and a baseline TB skin test will be administered by the nurse or nurse practitioner within 3 days of admission. Test results must be read within 48-72 hours.

TB symptoms include:

- Prolonged productive cough (over 3 weeks)
- Coughing up blood
- Chest pain
- Loss of appetite
- Unexplained weight loss
- Fever/Chills
- Night sweats
- Fatigue

Any shelter resident who has had a cough lasting three weeks or two or more of the symptoms listed above will be referred to the nearest clinic or to Guam Memorial Hospital during business hours or to a private medical provider immediately for further evaluation. The shelter resident will be considered ineligible for admission until they are determined to be no communicable.

The shelter nurse or nurse practitioner will use the following standards for TB testing:

- Guests who report no previous skin test for TB or who report past negative skin tests will be administered the PPD skin test by the nurse or nurse practitioner. o Note: If a prospective guest refuses to accept the PPD skin test, the prospective guest will be monitored at least weekly for symptoms for as long as they remain a guest. This shall be noted in their case file. During this time, the guest will be encouraged to receive the test. The guest will be referred to for evaluation as noted above if s/he appears symptomatic.
- Guests reporting a history of a positive TB skin test will be referred to the ACPHD Chest Clinic for evaluation. These guests may remain in the facility if they have no symptoms of active disease.
- Guests who have a questionable or newly positive reaction will be referred to the ACPHD Chest Clinic for additional evaluation. They may remain in the facility if they have no symptoms of active disease.
- Guests who report a diagnosis of active tuberculosis must be evaluated and cleared by a private medical provider to be eligible for admission.

- Guests who have extra-pulmonary tuberculosis or atypical mycobacterium disease must present documentation for verification by a private medical provider or ACPHD Chest Clinic before admission. In general, they do not present the same risk for transmission of infection to others as does pulmonary TB and there is usually no need for exclusion.
- TB screening/evaluation will be conducted upon admission and thereafter annually. If a guest has been exposed to an active case of tuberculosis or becomes symptomatic, a repeat evaluation will be done by ACPHD Chest Clinic or a private provider regardless of the time interval since the last screening.
- All medical information received will be placed in the guest's medical file and is considered protected health information. An individual shall be discharged from the shelter if he/she is required to take medicine for TB but refuses to do so.

### **GUEST MONEY AND VALUABLES**

During intake, staff must ask each guest if they have any valuables on his/her person (e.g., cash, money order, jewelry, watches, or other expensive items) and/or any property (cigarettes, matches and items containing fluid alcohol, prescription medication, over-the-counter medications) which Program Policy indicates the guest may not keep in their possession while in the facility.

If the guest has any prohibited property (i.e. weapons, drugs, paraphernalia, pornography, etc.) they will be asked to have it secured in the program safe, storage cabinet, medication drawer or to send it elsewhere as appropriate (depending on the resources available to the individual guest). If the guest requests that the program safeguards the money, valuable and/or other expensive property the following procedures will be followed:

- Guests who choose to not have the shelter secure their items must be informed during intake that they do so at their own risk. This includes any items that are delivered throughout the guest's stay at the shelter.
  - Only the Program Manager and Program Coordinator are authorized to accept and process money order(s) or valuables from guests for safekeeping and must provide the guest with a receipt. Guests must be provided with a custodial account statement every month.
  - Place any money orders or valuables in a NEW envelope. Complete a receipt of the items. Provide the guest with the original receipt, place a copy in the envelope, and provide a copy to the Program Director mark the envelope with the guest's name, the date, the amount of money inside, and the staff and guest will initial the envelope and seal it.
  - Secure the guest's valuables as soon as possible. A safe is maintained in each of the program areas. Only Program Managers are responsible for the safe. Emergency access is limited to availability of those persons. Guests who leave on short notice and are unable to obtain these items will be advised to call the program on the next business day and make arrangements for return of their items.



All valuables must be retrieved by guests when they are discharged from the program.

**Each time valuables are deposited or returned to a guest:**

- A statement from the custodial account will be sign by guest and staff and a copy filed with the guest's account.
- A receipt will be issued for submitting and removal of valuables. A signature is required from both the guest and case manager for this transaction, and a copy will be placed in guest's file.
- The guest only signs for money orders and other items upon their return. The guest does not sign for anticipated receipt of goods.

Note to staff: Failure to follow these procedures may result in disciplinary action and reimbursement by staff to the guest for valuables that are lost or stole

**SEARCHINGS GUESTS AND THEIR PROPERTY**

Upon entering the program, all guests are subject to a search of all their personal belongings including but not limited to luggage, bags, purses, satchels, fanny packs, briefcases, etc. Additionally, searches may be conducted if there is reason to suspect contraband in a guest's room, person, or personal belongings including any vehicle. Searches may not be conducted without permission from the Program Director or On-Call Supervisor. The following protocol should be followed for searches:

- At least two staff must be present for all searches.
- All pockets should be emptied and turned inside out upon entry into shelter. Socks/ankles and waistband should be shown to monitor.
  - All consideration for the guest's dignity will be made.
- If the contraband is of an illegal nature, the Police will be notified and the contraband will be turned over to them.
- If a guest has contraband, the guest may be asked to leave the shelter or otherwise be subject to disciplinary action.

**OVERNIGHT PASSES TO SHELTER GUESTS**

The Program Director or designee are the only staff to authorize overnight passes to shelter guests. Guests who do not have overnight approval may be considered Absent Without Leave (AWOL). Other than verifiable emergencies, guests wishing to continuously leave the program overnight for non-emergency purposes may be considered not in need of emergency shelter and may be asked to leave the shelter. Guests who have failed to return to the shelter by curfew have 24 hours to return, or risk forfeiting their bed space. In the event a guest is hospitalized or incarcerated, the Program Director will use his/her discretion on a case-by-case basis to decide how long the bed will be held after 72 hours. In an emergency, the Program Director will

determine the length of overnight pass. If the guest has not been admitted to the hospital, the guest may return to the facility with verification of his/her absence.

### **REASONABLE SUSPICION OF ALCOHOL OR ILLICIT DRUG USE**

Being under the influence of alcohol and/or any mind or mood-altering chemicals will not exclude a guest from entry into the shelter. However, if there may be a safety risk to the client further action is taken. Any suspected medical emergencies related to alcohol or substance use warrant an immediate call to 9-1-1. If a guest is assessed using the reasonable suspicion checklist to pose a safety risk to him/herself the guest may be offered the option to go to detox. Staff can contact New Beginnings or the Lighthouse Recovery Center to request a crisis intervention trained officer, if available, to come on-site. If the guest's behavior is unacceptable, see section on Guest Disturbances.

### **RESPONDING TO DIFFICULT BEHAVIORS BY SHELTER GUESTS**

Arlington County DHS will provide annual Therapeutic Options of Virginia (TOVA) training to all emergency shelter personnel to effectively deal with difficult behaviors. TOVA advances the use of positive practices, building violence-free environments, and reducing the reliance on physical intervention by preventing and managing aggression. Crisis intervention and emergency procedures are firmly rooted in global positive supports, trauma-informed practice, and multitier preventive strategies. In dealing with difficult behaviors, guests will be treated with kindness, consistency and respect. Inappropriate behavior will be dealt with promptly and in accordance with the TOVA training techniques. Physical contact or enclosures will not be used to restrain a guest at any time. Safety is paramount to the operation of low-barrier shelter model. If a guest is a safety risk to themselves or others, Emergency Services (703-228-5160) and/or 911 should be contacted immediately

**Staff should not sign off on the NOTICE TO FORBID TRESPASSING ORDER issued by police. This is a 3-year ban for the client who cannot obtain services for 3 years. Staff should ask for the guest to be removed from the facility for the night. The length of the suspension will be determined by the Program Director.**

### **DISCHARGE PROCEDURES**

Guests may be discharged for the following:

- Posing a threat to the safety of self or others. Violating safety protocols.
- Guests who fail to return to the shelter before curfew risk forfeiture of their bed space. Bed release will be determined internally by management within 24 hours. In the event that an individual is hospitalized or incarcerated, the Program Director will use his/her discretion as to determine how long to hold the bed.
- The emergency shelters staff will encourage their guests to attend community meetings.

- Guests with no prior approval from shelter staff that they can be away from shelter temporarily, will come back through CCP.

In the event that an individual is discharged from the shelter and loses his/her bed, a review for readmission to the shelter will not be able to return to the shelter after a after a minimum 30-day period of separation. Client will be transferred to another shelter in the meantime. Eligibility for readmission to be determined by the Human Services Clinician and respective Program Manager at the shelter re-entry case conference. The Program Director may waive the ineligibility period if it is determined to be in the best interest of the guest to return in cases of vulnerability or continuation of services. Guests may be placed on an Agreement for Success.

### **Involuntary Discharges**

Behaviors that present significant health and safety risks will not be tolerated inside the homeless emergency shelter. At time of orientation, new guests will be briefed that illegal behavior will not be tolerated and that guests are required to interact with one another in a civil and positive manner and aggressive behavior intended to bring harm to self or others is not acceptable. Persons who have been using alcohol and/or drugs will be admitted to shelter only if they agree to follow established shelter expectations. All guests coming into shelter will be notified of the items banned from the shelter (i.e. any liquor, controlled substances, illegal drugs, and weapons). Approved medications will be stored by the shelter and will be made available to individuals as prescribed.

There are other behaviors that may not warrant immediate dismissal, but cannot be tolerated over the long term. They include smoking inside the building, certain threatening behavior and possession of pornography. The Program Director must use sound judgment when applying a corrective action for such infractions and take into account the primacy of protecting the health and safety of shelter staff and guests. The corrective action will typically be a progressive disciplinary action (i.e. verbal warning, written warning, dismissal, etc.) as well as implementation of strategies to curb the behavior such as case conferences.

Below is a grid of unacceptable behaviors and the actions that will be taken if a shelter resident exhibits the behavior

<b>Violation</b>	<b>Action</b>	<b>Readmission Policy</b>
Possession of a weapon A weapon is defined as anything that can be used to cause physical harm an individual. Weapons will not be permitted in the dorm. All items that may be used as a	Immediate dismissal notifies police	60-day stay-away/agreement for success

<p>weapon but are working tools (i.e., box cutters, scissors, hatchet, etc.) will be checked in with shelter staff. Failure to comply will result in immediate dismissal.</p>		
<p>Illegal controlled substances and/or illegal drugs/paraphernalia</p>	<p>Immediate dismissal and follow destruction protocol if staff are in possession of the illegal substance.</p>	<p>Up to 60-day stay-away/agreement for success</p>
<p>Legal mind/mood altering substances (i.e. alcohol, K2, bath salts etc.) and/or paraphernalia</p>	<p>For legal substances such as alcohol, initiate progressive disciplinary action with eventual dismissal.</p>	<p>Up to 60-day stay-away/agreement for success</p>
<p>Assault</p>	<p>Immediate dismissal-call police if warranted.</p>	<p>90 day stay away/agreement for success.</p>
<p>Pornography</p>	<p>Progressive disciplinary action with eventual dismissal</p>	<p>Up to 60-day stay-away/agreement for success</p>
<p>Threats Direct-Verbal (threat posing an immediate danger to self or others)</p>	<p>Immediate dismissal</p>	<p>Up to 60-day stay-away/agreement for success</p>
<p>In-direct Verbal</p>	<p>Progressive disciplinary action with eventual dismissal</p>	<p>Up to 60-day stay-away/agreement for success</p>
<p>Smoking inside the shelter or within the prohibited area around the shelter</p>	<p>Progressive disciplinary action depending on safety threat of incident</p>	<p>Up to 60-day stay-away/agreement for success</p>
<p>Other criminal behavior</p>	<p>Immediate dismissal call police if warranted</p>	<p>Up to 60-day stay-away/agreement for success</p>
<p>Failure to engage in individual housing plan after 90 days</p>	<p>Progressive disciplinary action with eventual dismissal</p>	<p>Up to 30-day stay-away</p>

--	--	--

### **Guest Check-Out of the Shelter**

The following steps are necessary when a guest checks out of a shelter:

- When a guest leaves the shelter, they must take all clothing and possessions, unless other arrangements have been approved.
- Case Manager will ensure that an exit assessment is completed in HMIS.
- Staff will collect all items loaned to the guest including bed linen and inspect it for damage.
- Staff will check the bed area for cleanliness and any damage to the facility which the guest is accountable for.
- Staff will note any damaged or missing items on the linen agreement.
- Staff and the guest will sign the bottom portion of the linen agreement.
- Guest will complete guest survey form, when possible.
- Involuntarily discharged guests are notified upon discharge that “shelter hopping” is not permitted and guest will have a minimum 30-day stay-away time from both the Homeless Services Center and Residential Program Center.

### **Disposition of a Guest’s Personal Belongings after Discharge**

The following steps will be taken after the guest has vacated without his/her possessions for a short period of time. If a guest is present during discharge, they must take all of their belongings with them.

- The staff will bag, label, date, and store all the guest’s personal possessions for as long as reasonably possible.
- When possible, important documents that are difficult to obtain (i.e. identification, birth certificate, Social Security card, etc.) will be saved and secured for up to five years.

### **Re-entry Contract/Agreement for Success**

In the event that a guest is asked to leave the shelter, a Re-entry Contract/Agreement for Success may be developed in order for the person to be re-admitted. The purpose of the agreement for success is to reduce/eliminate the repetition of the behavior that caused the discharge. The Agreement will focus on ways to keep the guest safe and engaged in addition to compliance with treatment/rules.

## **TRANSPORTATION**

Transportation is generally the client's responsibility. However, there are several different means of transportation which can be accessed by a client when necessary. Clients are able to bring their transportation with them to the shelter as well as public transportation being available to the residents from Guam Regional Transportation Authorities (GRTA). However, for them to use the transportation services from GRTA, the clients must schedule one day early to make arrangements in order to get to their destination. The case worker and shelter workers will make sure that the client's schedule is placed the day before the trip.

### **Facility Van**

Guests requiring transportation to verified authorized outings (e.g. Human Services, Probation/Parole, etc.) may request transportation from his/her Case Manager. Facility transportation will only be granted when it is not practical or possible to use public transportation. Staff must reserve the van at least 24 hours in advance. Regularly scheduled transportation such as to Arlington County Employment Services should be pre-approved by the Program Directors. A vehicle log will be maintained. The sign-out log and keys are kept in designated program office.

### **Staff Personal Vehicle Use**

Transporting guests in staff's personal vehicles is prohibited.

## **DAILY LOG PROCEDURES**

Each staff person is responsible for reading each log entry written. From the last shift worked, to the beginning of the current shift. Staff should initial at the top of each page indicating they have read the page. Additional information will be placed in the Resident Handbook. All staff is responsible for reading and initialing the announcements as appropriate. All staff is responsible for completing a "Shift Report" during each shift, and reviewing it with arriving staff during change of shift.

### **Log entries should include:**

- When writing in the daily log please use a black ball point pen only. NO FELT TIP PENS or blue ink pens (if log is called to court only black ink is permissible).
- Ensure your entry is legible. Printing, not cursive, is the only acceptable form on logging entries. White-out is not permitted. Strikethrough any errors.
- A record of the shift events.
- Time and initials of person writing entry.
- Times that the rounds are made and pertinent information regarding rounds.
- Mention of all major guest incidents including the time of the incident and brief description.
- Mention of supervision given for guest chores.

**The log contains confidential information. To ensure client confidentiality:**

- Always keeps the log closed when you are not directly writing in it or reading it
- When writing in the log, be sure no one is standing around you who may be reading as you write

**GUEST DISTURBANCES AND INCIDENT REPORTING**

A guest disturbance is defined as any conduct or behavior that disturbs the security, safety, or orderly running of the shelter. When a disturbance occurs, staff should first determine whether the disturbance was a Critical or Unusual Incident, as defined:

Shelter staff must submit an Incident Report Form for all critical incidents.

All incident reports must be typed.

The following protocol should be followed in the event of a guest disturbance:

- Follow discharge procedures if a disturbance rises to the level of a threat or any behavior discussed in section "Involuntary Discharge" of this SOP
- If only one or two guests are involved, staff should attempt to separate the individuals through verbal communication in which guests are asked to stop their actions and separate. This should be done in an assertive and clear manner that is controlled.
- Staff should follow proper engagement protocol based on mental health training
- Staff must immediately contact police emergency at 9-1-1 if an altercation includes physical contact. Staff should observe these altercations at a safe distance.
- To maintain guest and staff safety, clear the area of all non-involved persons and not step in between two fighting guests
- Speak to the guest with full respect.
- As soon as possible, notify the On-Call Supervisor or Program Director who will in turn notify Senior or Executive Management and appropriate staff
- At no time shall any guest be permitted to control another guest, or be placed in a position of authority or responsibility in such a way that he/she would have to control another guest.
- Any injuries to a guest and/or staff resulting from the disturbance must be responded to immediately. If necessary, 9-1-1 should be called.
- Incident reports including witness statements must be immediately written on all participants involved in the disturbance. A written incident report on the disturbance must be submitted to the Program Director immediately and a notation must be placed in the log. Additional evidence can be gathered and submitted within 24 hours (i.e. video footage, witness statements, etc.).
- If the police are called, the time of the call and the names of the officers responding must be documented.

An incident is any event that occurs outside of normal operations that can precipitate a crisis. It is important that at all times the staff of both emergency shelters maintain a close relationship with

law enforcement. An incident can be categorized as “unusual” or “critical” and should follow proper reporting/notification processes. Each category has a different process and type of incident that fits most appropriately into a respective category.

**Unusual incident:** Incident that disrupts routine provider operations and deviates from regular operations procedures.

**Critical incident:** Any actual or alleged event that creates a significant risk of substantial or serious harm to the physical or mental health, safety or well-being of a guest or staff.

### **Unusual Incidents**

Consensual sex between adults  
Emergency services contact  
Indirect threat  
Physical abuse  
Self-injuring behavior  
Other (Please Specify)

### **Critical Incidents**

Death  
Direct Threats  
Fire  
Gas Leak  
Homicide  
Incidents involving registered sex offender  
Infectious diseases (Highly contagious conditions)  
Injury/Illness requiring medical attention or hospitalization  
Law Enforcement contact  
Loss of any utilities.  
Natural Disaster Event  
Pest Infestation  
Sexual Abuse  
Medication Discrepancy

Ensure that in the event of an unusual incident, the reporting staff member should immediately notify their direct supervisor and Director. The Director has the responsibility to make any additional appropriate notifications according the resident organization’s internal policy and Arlington County staff notifications, if necessary.



Ensure that in the event of a critical incident, the reporting staff member should immediately notify their direct supervisor and Director. A designated emergency shelter staff member is required to provide a written summary within 24 hours to the Guam Police Department. The designated staff member is also required to provide a detailed written report of the incident to the same County staff within ten business days from the date of the incident.

Record incidents in HMIS for tracking and reporting purposes along with any pre-established internal protocol per your agency.

### **EARLY WAKE-UP CALL PROCEDURES**

Guests may request an early wake-up call for employment or special appointments., The following procedures will be used for early wake-up calls:

- The guest is responsible for informing staff of the time they desire to be awakened.
- Staff will make a note of the desired wake up time in the daily log.
- Monitors will check the log and wake people up as they requested.
- The guest may be awakened only on the hour

### **MEAL TIME PROTOCOL**

At the emergency shelter, any anticipated new arrivals are to be included in the meal count, even if the guest has not yet arrived. Staff will encourage guests, if they have any concerns related to the food service, to relay them to staff directly. Three Squares Restaurant and Nayan Express are the two main food vendors that prepares and delivers the meals to the emergency shelters. Breakfast is delivered at 8am, Lunch is delivered at 12pm, and Dinner is served at 5:30pm.

### **ANSWERING THE PHONES**

At the Facility, the main line comes into the front desk. The main number for the respective shelter given to the public is agency specific When answering the phone, say, “Thank you for calling [program name]. This is your name. How May I help you?”

If a caller is not requesting shelter, but is inquiring about the shelter, how it operates, what our policies are, etc., turn the call over to the On-Site Supervisor. If the Supervisor is not available take information for the call to be returned. If critical, refer to Global Dorms staff. NEVER answer questions from the press. Refer all press inquiries respective internal program policy.

For confidentiality purposes, the presence of a guest is never acknowledged, either through confirming or denying the presence to the outside public including the police department.

Messages will be entered in the message book, with the pink copy folded and the guest's name written on the outside. The message will be put in the box behind the desk.

If a caller is asking for shelter, refer the caller to Global Dorms procedures and protocol. During business hours please send individuals to Global Dorms.

### **FOOD DONATIONS**

Occasionally, calls are received regarding food donations. If the caller is interested in helping by serving meals, or a large donation of ready-made or immediately usable food, the call must be forwarded to the shelter's Program Manager.

#### **Food Donations to Global Dorms**

Global Dorms is under contract with a caterer for daily meals and it generally cannot accept food donations. At times arrangements may be made to forgo a lunch or dinner from the caterer and provide guests with a cook-out or some other special meal event (i.e.: take guests to churches for Thanksgiving dinner, etc.). Shelter staff may not make arrangements for food donations unless they have the approval from the shelter's Program Manager or Program Director.

### **IN-KIND DONATIONS**

The following procedures will be used for donations of clothing, equipment, toiletries, or any item(s) for the program or guests:

- Toiletry donations can only be accepted in new condition and any mouthwash must be alcohol-free. Clothing donations will be accepted only if they have been laundered and have been gently used or in new condition.
- The donator will be given a "Receipt for Donated Goods" to fill out by staff and ask the donator to estimate the value of the donation to be written on the receipt.
- Staff will sign on the line labeled "Accepted by:" and fill out the date.
- The receipt will be copied and the original will be given to the donor.
- Staff will secure donations.
- The copy will be placed in the Community Development Coordinator's box for a thank you letter to be written.
- The Development Team will write all thank you letters to donors.

### **VOLUNTEER OPPORTUNITIES**

Each program should follow their respective shelter's internal policy regarding volunteers and volunteer management.

## **SHIFT COVERAGE**

### **Staffing Pattern**

Global Dorms Emergency Shelter must be staffed 24 hours each day, 365 days a year. Three 8-hour shifts are covered

### **Executive Director**

The Executive Director is responsible for overseeing the OHAPP, its programs and strategic plan of the organization. Other key duties include fundraising, marketing, and community outreach. The position reports directly to the Board of Directors.

### **Program Manager**

A program manager's job description focuses on developing a program's objectives and strategy and assessing how it will impact their department, business, or organization. For each program, they will define and oversee the projects needed to reach their targeted goals.

### **Social Services Supervisor**

Key responsibilities of the Social Work Supervisor include: cultivating social work practices across the organization that are strengths-based, ecosystemic, and healing-informed; building strong relationships with program staff, participants, and alumni; recruiting and supervising social work interns.

### **Social Worker III**

Performs outreach activities gathering and evaluating information regarding clients or programs, developing an assistance or treatment program, and coordinating activities with relevant community agencies, as directed. Completes or directs the preparation of necessary records and reports.

### **Social Worker II**

Social Worker II is the journey level class for functions of moderate difficulty (e.g., In-Home Support Services, Licensing, Public Guardian). Incumbents are required to use assessment, interviewing and counseling skills to perform moderate to complex casework services. Some positions may act as lead worker.

### **Outreach Worker**

The Outreach Worker is responsible for program development and support services for individuals in the community who are homeless or at risk of homelessness, helping them to work towards safer, more stable and independent living.

### **Outreach Coordinator**

Organizing outreach events, including sales, marketing, and planning, to promote the services of the organization and receive donations. Collecting and analyzing data on local demographics, developing results, and presenting the conclusions to the relevant departments.

### **Housing Manager**

Housing managers are responsible for the oversight of all administration, maintenance and management of rented properties on behalf of the local authorities. ... It is critical for the housing manager to ensure all regulations are adhered to when it comes to providing adequate housing for low to moderate income families.

### **Administrative Assistant**

Answers phone calls, schedules meetings and supports visitors. Carries out administrative duties to include filing, typing, copying, binding, scanning etc. ... Exhibits polite and professional communication via phone, e-mail, and mail.

## **GLOBAL DORMS STAFF SCHEDULING**

### **Global Dorms**

Day Shift (7AM-3PM)

Evening Shift (3PM-11PM)

Night Shift (11PM-7AM)

At all times, two staff will be on duty. The Residential Coordinator or Program Director is responsible for scheduling shift assignments for all Staff. The schedule will be maintained at the front desk.

Shift coverage is scheduled in accordance with the needs of the shelter

- All staff must provide coverage of all day, evening, night and weekend shifts.
- The Program Director will, to the extent possible, coordinate requests for shifts worked.
- Staff must submit any requests for annual leave with no less than 2 weeks' notice.
- Staff are responsible for working all assigned shifts regardless of preference.
- No schedule change is permitted without the approval of the Program Director and/or Supervisor.
- All staff are responsible to find replacement for their shift if unable to work and contact supervisor or on-call supervisor and speak directly to them. For emergency assistance call the On-Call Supervisor.

### **Support Staff**

Support Staff can be called upon to be available to help support the activities of the program. The Residential Coordinator and/or Program Director are responsible for supporting staff during times which are identified as the most needed to meet the needs of program guests. Schedules for these

staff members are subject to change as needed by the Program Manager to meet any change in the needs of guests

## **HOUSE MONITOR/RESIDENTIAL SUPPORT WORKER DUTIES**

### 11PM to 7AM

- Hourly rounds
- Ensure cleanliness of kitchen after late dinners are issued.
- Start new bed list and sign in/out sheets.
- Wake up guests that have requested early wake-ups.
- General wake-up is 6:30 AM.
- Close kitchen after breakfast.
- Make copies of all forms and compile intake packets as necessary.
- Complete all log requirements.
- Take facility phone calls and completes screenings as needed.

### 7AM to 3PM

- Hourly Rounds
- Ensure completion of chores using check-off list:
  - o Living area after breakfast
  - o Kitchen after breakfast
  - o Dorm area/All resident's personal areas
  - o All restrooms
  - o Outside parking lot and walkways
  - o Stairwell and surrounding area
  - o Intake area
- For the Global Dorms staff must open and close the kitchen for lunch and ensure that the kitchen is cleaned after lunch
- Any individual who remains on-site during business hours are expected to be attending a day program, working on an IHP-related goal, or attending a life skills group.

### 3PM to 11PM

- Hourly rounds
- Ensure completion of chores using check-off list:
  - o 1st floor bathrooms
  - o Linen room
  - o Laundry room
  - o Intake area
  - o Kitchen after dinner
  - o Living area
  - o Office area
- Open & Close kitchen for dinner.
- TV on at 4:00 PM and off an hour prior to lights out.
- Lights out at 11:00 PM on week nights/1:00 AM weekends.
- Complete all log requirements.
- Take facility phone calls and complete screenings and intakes as needed. All staff should interact with guests in a professional manner. Respect and modeling positive behavior will enhance the atmosphere in the shelter. Being compassionate and patient with our guests is of the utmost importance.

