

AS OF 11/16/2020

EMERGENCY WINTER HOMELESS SHELTER

WINTER 2020 to 2021

January 4 through March 31, 2021 (85 nights/86 days)

EWS – Emergency Winter Homeless Shelter

HHA – Harford County Hope for the Homeless Alliance

DIA – Days Inn, Aberdeen

HCAA – Harford Community Action Agency

EA – The Epicenter, Aberdeen

MOW – Meals on Wheels

LBE – Leading by Example

LIA – Love in Action “One on One” volunteer caring support

- Epicenter-Aberdeen (EA) is making a room and volunteers available Monday-Friday between 10am-2pm for guest resources and meal distribution employing COVID protocol.
- Meals On Wheels (MOW) is providing 9 frozen meal trays per week per guest - 2 trays for Sat/Sun picked up on Friday.
- Harford Community Action Agency (HCAA) is doing all intakes and placement as well is seeking Rapid Rehousing for guests.
- Leading By Example, LLC (LBE) will provide behavioral health service at EA
- Church volunteers (LIA) are volunteering to adopt a guest to offer remote connection and care.
- EWS Lead Team will be active in mediating/resolving guest conflicts as well as offering caring support.

HCAA INTAKE

1. HCAA will provide a daily roster using Google Doc designed by Pastor Adam >> Guest Name, Room Number, Phone Number, Meal Trays picked up/by whom, LINK Vouchers, Infractions, Mentor’s Name & Phone Number.
2. Brian will text or email Larry with names of guest additions by 3pm M-F. Due to large numbers of intakes the first week, we may need to schedule intakes over several evenings.
3. All HCAA interaction is remote; only Street Outreach is face-to-face.
4. If Welcome One bars a guest, they cannot be admitted to EWS as we share the same motel.
5. Upon HCAA approval, travel to the motel is guest’s responsibility.
6. No motel access is available without HCAA placement and EWS confirmation. For emergencies, Hospital or Police should call Larry Hinton.

LODGING: Guests will be sheltered at Days Inn in Aberdeen (DIA) where EWS has a block of 15 rooms

1. Guest check-in is M-F between 4-6pm; no registration before or after or on weekends.
2. Larry Hinton and/or Al Burke will do intake – if a female guest, female volunteer must be present at intake. Intake will review and get Guest Handbook signed as acknowledgment as well as assign room number and a mentor – they will enter this info to the roster.
3. Two people will share a room with two beds. No room changes - need to develop relationship skills as irreconcilable differences will lead to eviction of both guests.
4. At intake, guest will receive a package of their immediate needs:
 - a. McDonald and/or Dollar Store gift certificate(s) to allow time to get a MOW meals
 - b. Face Mask(s)
 - c. Disinfectant Spray for self and room
 - d. LINK transit voucher (1)
 - e. Packaged cookie or fruit bar
 - f. EA Schedule & Breathe 379 Edgewood address and schedule
5. DIA cleans room, with fresh bed linen and towels, twice/week or for new guest. Each room has Internet service and a landline telephone.

6. Check out by 11am. Do not leave possessions in room as motel will trash. If this is a problem, call Larry
7. Lodging expense is being paid by Harford County government, Department of Community & Economic Development using Federal CDBG-CV grant.

MEALS

1. DIA has coffee (24 hrs), juice, cereal available in front lobby between 6am - 9am every day. COVID protocol requires guests consume in room or elsewhere.
2. EA will have food available (COVID protocol) Monday through Friday between 10am – 2pm.
3. MOW will deliver frozen meal trays twice each week, a week in advance, between 10am-2pm, to be stored a freezer at EA. Capacity requirements may require HAH rent a temporary freezer or overflow can be stored in St Paul Lutheran or Cranberry UMC freezer. Leave trays in shipping box for protection.
4. Guests may pick up their meal trays at EA on Monday (2 trays), Wednesday (2 trays), and Friday (5 trays) between 10am – 2pm. Trays are stored by guests in their motel room refrigerator/freezer. This would be a maximum of 10 trays per room over weekend.
5. On Friday, or when a winter storm is forecasted, guests may pick up several meal trays.
6. If a guest works or is unavailable during the day, another guest, with written permission, may pick up their meal trays.
7. Each guest must wear a mask and have temperature taken before entering EA. A high temperature requires meal tray will be delivered to guest outside the door.
8. We will have a first aid, medical bag at EA (supported by Barbara).

GUEST RESOURCES

1. EA has Internet service and a business center as well as volunteers available 10am to 2pm to assist guests in accessing.
2. EWS will have Harford County LINK transit vouchers available at EA during times of food pickup. Voucher issues will be recorded on roster.
3. Laundry pods for use at motel will be available upon request at EA. Cost of wash/dry is \$2.50 with motel's coin machines.
4. EA will have medical services (flu shot), beauty services, personal services similar to the annual Project: Homeless Connect on Monday through Fridays from 10am – 2pm
5. Leading by Example will be at EA every Monday. They will work with Harford Crisis Center for guest behavior health issues.
6. **Voices of Hope**

LOVE IN ACTION (LIA) – “One on One” caring support

1. Each EWS guest will be assigned a church volunteer who will offer them individual, personalized caring support.
2. Volunteers will be assigned from One-on-One Volunteer Roster
3. LIA Guidebook will be supplied volunteers
4. Caring Support will take form of LIA calling guest twice a week to check on their status and needs.
5. Ideas for Caring Support would be mentoring, taking prayer requests, praying, mailing* cards, notes, and/or packages. No money, nor physical contact**, nor transportation given***.
6. Mailing Address*: Guest Name/Rm #, c/o Days Inn, 713 W Bel Air Ave, Aberdeen, MD 21001
7. EA common area is available for LIA to meet** guest while maintaining social distancing. Mary Slade may make an evening available.
8. If circumstances*** allow, guests could be transported to services in a church van that allows for physical distancing.
9. Notification sent to volunteer with guest name, contact info, best time to call, as well as name of guest's roommate.
10. If LIA volunteer has any concerns, they should contact Larry to investigate.