

Day Resource Center

Update to:

County Board
Health and Human Needs Committee

May 31, 2017

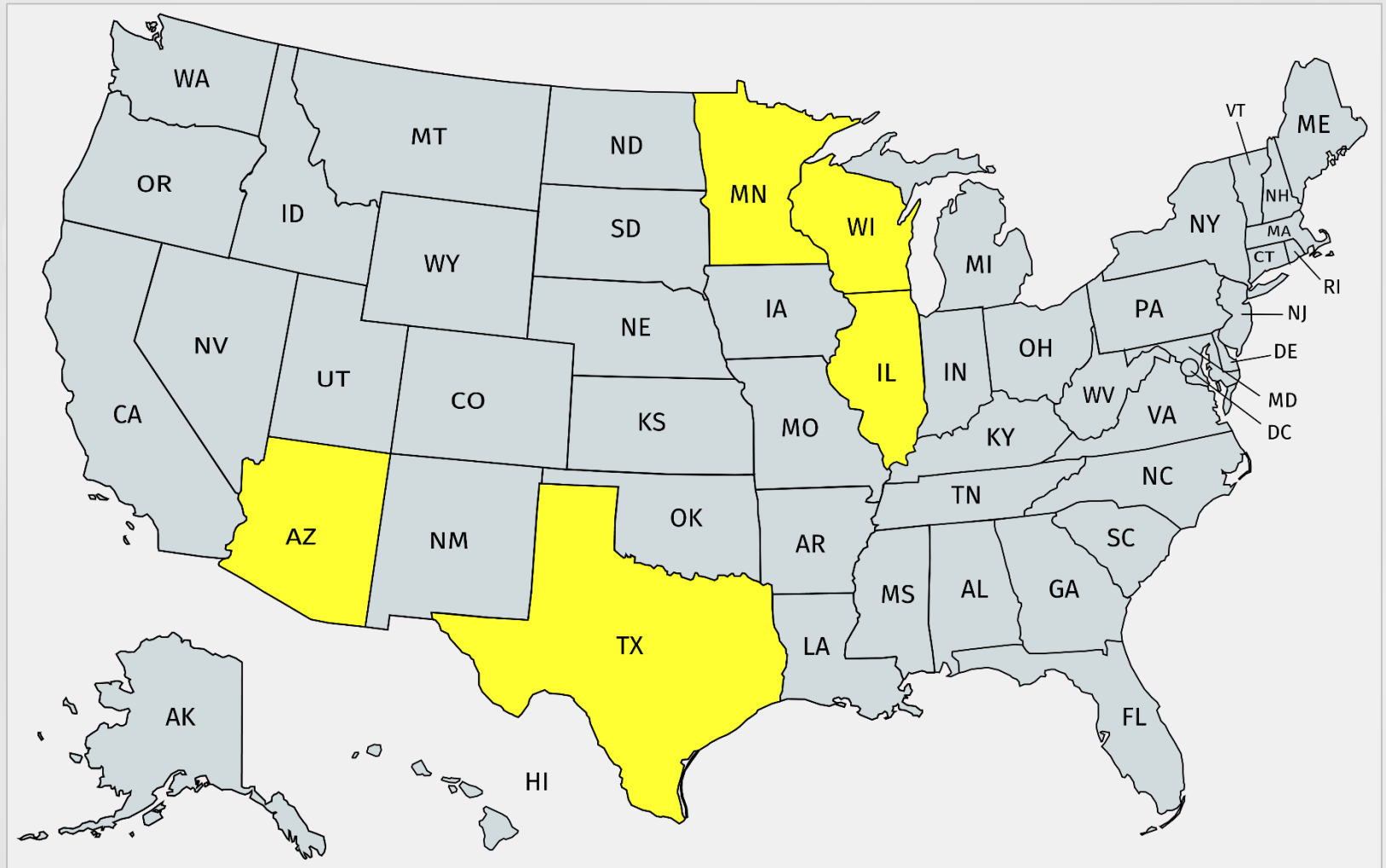


Agenda

1. Activities
2. Community Expectations
3. Timeline
4. Next Steps
5. Q & A



Activities – Best Practice Visits



Activities – People & Organizations

| | | |
|---------------------------------|----------------------------|----------------------------------|
| Access | Housing Initiatives | Project Babies |
| Bethel Lutheran Church | Journey Mental Health | River Food Pantry |
| Briarpatch | Latino Chamber | Salvation Army |
| Catholic Multicultural Center | Latino Professional Assoc. | Second Harvest |
| City and County Leaders | MACH1 | St. Vincent De Paul |
| Community Action Coalition | Madison Chamber | Tellurian |
| Countless businesses | Madison Police Department | Tenant Resource Center |
| Dane County Job Center | Madison Public Library | The Luke House |
| Downtown Madison, Inc. | Madison Reading Project | The Road Home |
| F.A.C.E.S. Inc. | Madison Urban Ministry | United Way of Dane County |
| Faith Community Network | NAMI Dane County | UW Community Relations |
| First United Methodist Church | Nehemiah Center | VA Health Care for Homeless Vets |
| Friends of the State St. Family | Play N Learn | Wisconsin Council for the Blind |
| Grace Episcopal Church | Political Leaders | YWCA |
| Homeless Activists | Porchlight | |



Activities – Planning

- Working with Architect to Design Layout of Building:
 - Placement, Paint Colors, Workflow, etc.
 - IT, Phones, Furniture, Fixtures & Equipment, etc.
- Determining Nonprofit Partners – Initial Priorities:
 - Coordinated Entry
 - Case Management Outreach
 - Housing Navigation



Activities – Staffing



Judith Metzger
Director



John Adams
Reception Coordinator



Tami Fleming
Volunteer Coordinator



Kaitlin Kyle
Guest Services Specialist

Guest Advisory
&
Community Advisory
Teams



Activities – Volunteering

- The Day Resource Center will require about 20 volunteers each day – 10 in the morning and 10 in the afternoon.
- **Lunch:** As of today, we have 4 days a week covered for lunches for the year. **We still need to recruit for the other 3 days of the week.**
- Any questions, you can contact Tami Fleming at 608-445-7067 or at tfleming@ccmadison.org.
- **Volunteer positions include:**
 - Administrative Assistants
 - Child & Family Advocates
 - Coach & Team Leaders
 - Computer Lab Assistants
 - Guest Advocates
 - Laundry Services Managers
 - Repair/Maintenance Coaches
 - Shower Services Supervisors
 - Welcome Center Greeters



Community Expectations – Core Values

- Respect
- Trust
- Hope
- Empowerment
- Excellence



Community Expectations – Communications

- GAT & CAT Teams
- Monthly Emails
- Dedicated Phone #; Point of Contact
- Public Meetings
- Social Media



Community Expectations – Metrics

- # served; # new to system
- Demographics
- # agency partners
- # agency partner service hours provided
- # of volunteers & hours
- # showers; loads of laundry
- # police calls & type of call
- VI-SPDATs completed
- Average length of homelessness of guests served
- # referrals to employment, training, mental health, legal, medical, & other services
- **Working on others**



Community Expectations – GAT & CAT

Guest Advisory Team

- Purpose: Provide advise & feedback on policies, operations, procedures, etc.
- Meetings: Monthly at the Madison Public Library
- Members: 5
 - Bethel Lutheran Church
 - Porchlight
 - The Road Home



Community Advisory Team

- Purpose: Provide guidance & feedback on activities to ensure our success. (Eyes, ears & ambassadors in the community)
- Meetings: Monthly / Quarterly
- Members: 18
- **Anticipated** Structure:
 - Nonprofits
 - Businesses
 - Neighbors
 - Faith & Community Leaders



Community Expectations – Processes

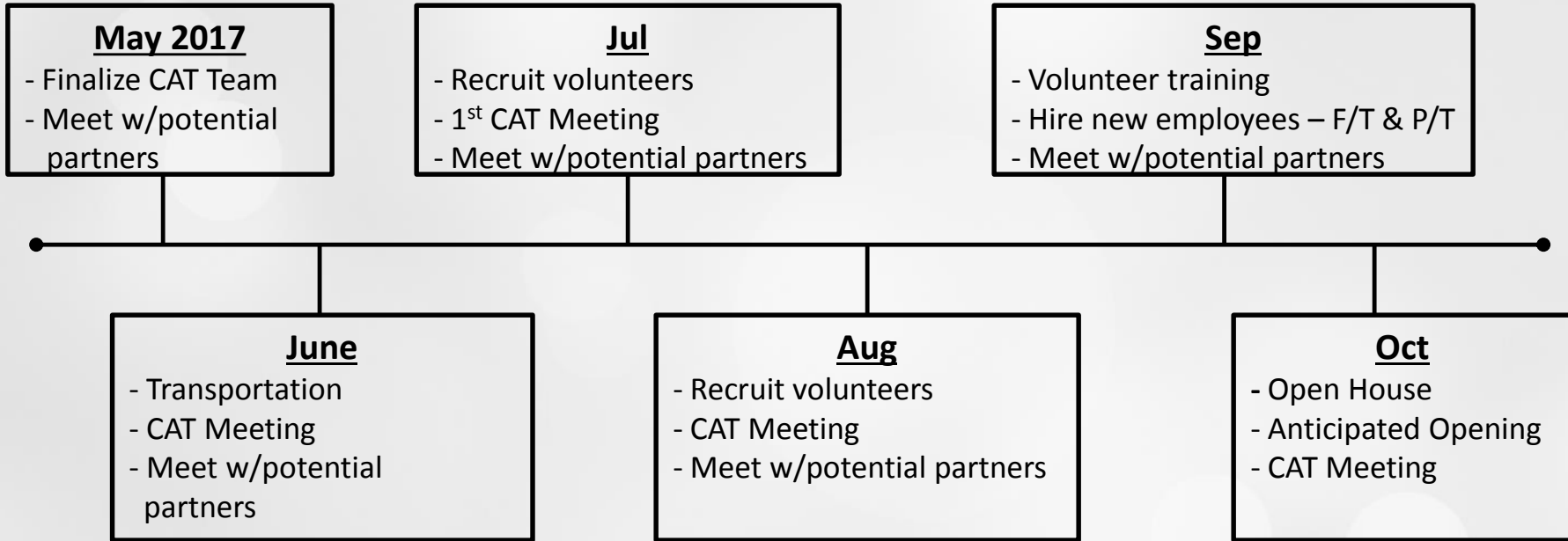
With the exception of coordinated entry/case management and Navigators, initial focus during the first 60 days will be on the following:

- Volunteering
- Laundry & showers
- Family area
- Incoming & outgoing mail
- Lunch, snacks and coffee
- Receiving in-kind donations
- Day storage & outdoor bags
- Computers and phones
- Community Advisory Team
- Guest Advisory Team
- Compliments/Complaints
- Neighborhood relations
- Policies, procedures & maint.
- Transportation & Security
- Custodial operations
- Communications

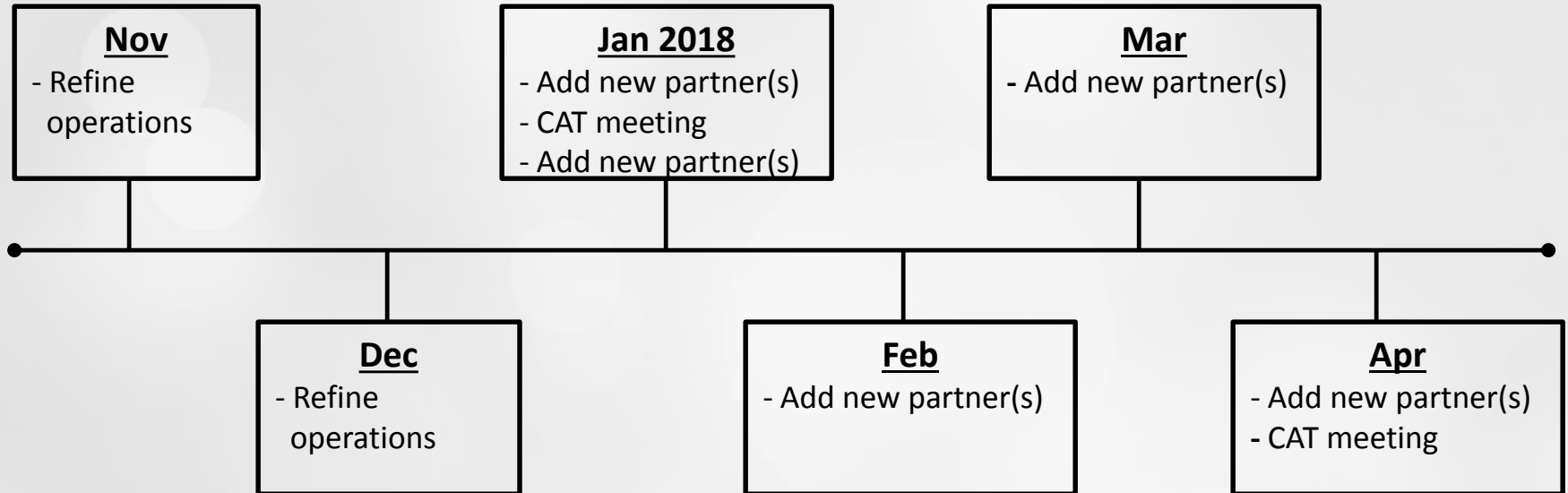
Additional partners will gradually move in over time.



Timeline



Timeline (cont'd)



Next Steps

- Jun – Begin transportation contract
- Jul – Update with HSC board of directors
- Aug – TBD
- Sep – Confirm first wave of volunteers; train volunteers
- Oct – Open house events; Anticipated opening



Q & A

For feedback or questions, you can reach me at jfonder@ccmadison.org or 608-826-8111.

