



# Family Shelter Overview

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Housing Access & Affordability



# Family Shelter Providers

- **The Salvation Army**
  - Capacity: 43 families (often times less due to larger families) (No time limit)
  - Waitlist: 47 families, 17 families Category 1 (8 confirmed)
- **YWCA Madison**
  - Capacity: 12 families (90 day time limit)
  - Waitlist: TSA operates the waitlist.
- **Healing House**
  - Capacity: 3-4 families- 8 bed capacity (30 day time limit)
  - Waitlist: Not confirmed.
- **DAIS**
  - Capacity: 30-40 people (typically 14 adults plus children, 60 day limit)
  - Waitlist: 17 adults and 15 children (This number was 40 most of 2023)
- **Coordinated Entry List:** 107 families as of 01/01/2024



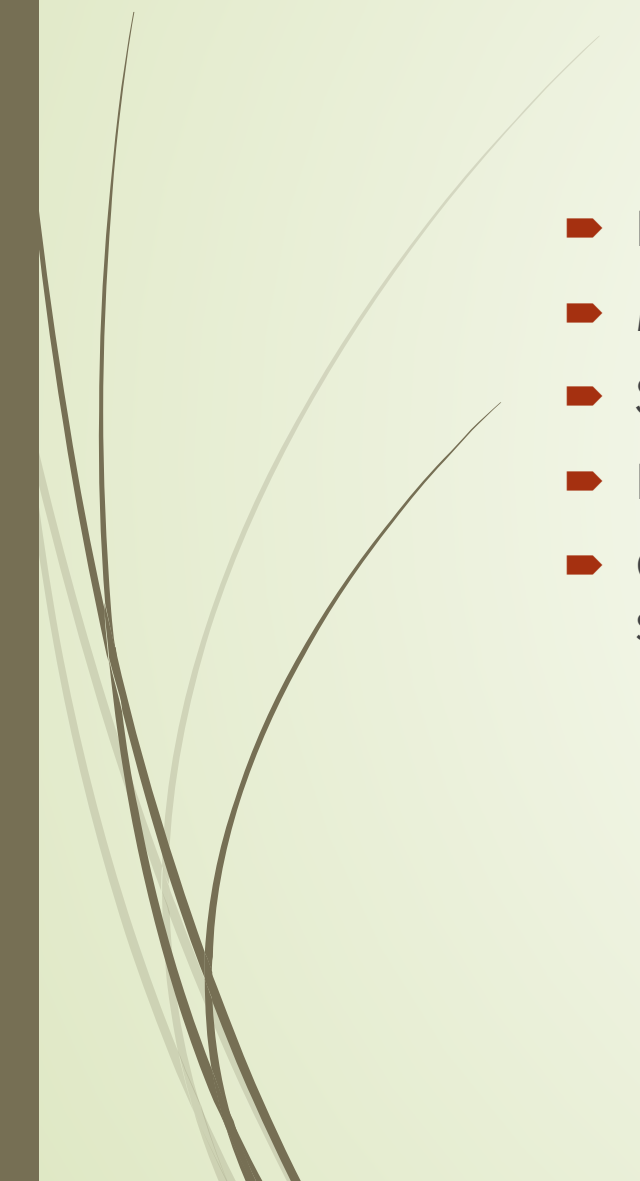
# Intake Process



- ✓ Call intake line: name, family size, and contact information.
- ✓ Contacted by a diversion specialist within 24 hours to help families access alternative options to shelter.
- ✓ If no alternatives are identified, the family is added to the waitlist. Limited waitlist case management available.
- ✓ Families are asked to call-in once a week to remain active.
- ✓ At intake, family will be provided with shelter guidelines, supplies and assigned a housing case manager.
- ✓ Family shelter operates 24 hours a day, 7 days a week, with no time limit on length of stay (TSA).



# Services Provided in Family Shelter

- Private room for family
  - Meals
  - Showers
  - Laundry
  - Case management: housing, income, benefits, childcare connection, school coordination.
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# Additional Winter Capacity for Families

- ▶ Why?
  - ▶ High shelter waiting list
  - ▶ Car camping report
  - ▶ Shelters identified they did not have additional space/staff capacity
- ▶ Solutions Explored:
  - ▶ Faith community: St. John's, other congregations
  - ▶ Hotels and outreach providers



# Solution: Hoteling with Catalyst for Change

- Dane County Board allocated \$100,000 in ARP for family overflow for the winter.
- Meetings were held regarding capacity of non-profit agencies.
- Catalyst for Change agreed to operate 10 bedrooms at the same hotel they are using for winter overflow.
- Referrals come directly from The Salvation Army or TEP school social workers.
- Families are prioritized for beds in shelter as they become available



# Additional Hoteling for Excessive Weather

- ▶ County Funds: \$68,000
- ▶ City Funds: \$45,000
- ▶ Purpose:
  - ▶ Short-term emergency hotel stays for those experiencing unsheltered homelessness.
- ▶ Eligible Costs:
  - ▶ Funds are to be used during extreme weather events to pay for hoteling, food, supplies, transportation and staffing.
- ▶ Prioritization:
  - ▶ Families staying in vehicles or other places not meant for habitation
  - ▶ Singles- unable to access the other singles shelters due to bans



# Numbers in Served in Hotel

- ▶ Total Served?
  - ▶ 31 families
  - ▶ 15 singles/couples
- ▶ As of 1/31/2024
  - ▶ 8 rooms full
  - ▶ Working on filling 2 rooms
- ▶ During Coldest Snap
  - ▶ 21 rooms full.
  - ▶ 9 families, 12 couples/singles
  - ▶ Try to fill with families first, but oftentimes families choose to double-up





# Government Investment in Family Shelter

- ▶ Total Budget:
  - ▶ TSA: \$2.7 million (women and families)
  - ▶ YWCA: \$440k (families)
- ▶ City Investment
  - ▶ The City purchased and rehabbed the TSA family shelter building. City pays some continued maintenance costs.
  - ▶ YWCA- \$50,000
  - ▶ The Salvation Army- \$160,515 (women and families)
  - ▶ Other funding: State EHH, ESG, FEMA
- ▶ County Investment
  - ▶ YWCA family shelter case management and operations- \$242,378
  - ▶ The Salvation Army family shelter case management and operations- \$749,000 (families)
  - ▶ Winter overflow hotel- \$100,000 (ARP)



# Future Planning

- ▶ The Salvation Army is in the middle of a capital campaign to raise \$30 million in funds to build the new family shelter. Presenting update on project to CCHIC in June 2024.
  - ▶ 34 rooms for 24/7 shelter.
  - ▶ 18 emergency family shelter rooms (evening only)
  - ▶ 10 respite rooms
  - ▶ 151 singles beds
- ▶ Exploring what processes can be implemented at the County to respond to overflow needs earlier in the year.



# Questions?

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