

## Warm Nights Frequently Asked Questions

Q: What is Community Crisis Services, Inc (CCSI) responsibility?

A: CCSI is responsible for staffing, transportation, equipment pickup/delivery, maintaining order, data collection, reporting, being the liaison with DSS and case management.

Q: What is the responsibility of the Shelter Monitor?

A: Arrive on time at 6:30pm/11:30pm, check in and complete initial assessments for guests; contact CCSI for any challenges/opportunities; maintain and track supplies; assign beds for clients; assist hosts church with meal service, etc.; take care of lights out – getting clients up each day; ensure all clients follow rules, etc.; maintain security of supplies/case files; help with showers/laundry duties as needed.

Q: What is the responsibility of the Case Manager?

A: Meet with shelter clients at least once weekly to gather history, identify needs, make connections with ongoing services; completes case notes for all clients.

Q: What is the responsibility of the Van Driver?

A: Picks up clients each evening/morning; transports clients to and from facility; assists with showers if transportation is needed; aids shelter monitors as needed; ensures safety/order of clients on van; makes sure children are properly secured in car seats in van.

Q: How will I know CCSI staff?

A: All Warm Nights staff will have proper uniform and CCSI ID; they will introduce themselves to church personnel/volunteers upon arrival.

Q: What if the CCSI staff is late?

A: Contact CCSI supervisor on call – 301-779-2138.

Q: What about extreme cold/weather?

A: CCSI follows county guidelines regarding emergency needs; all churches will have the opportunity to make decisions as to whether they can remain open during hours beyond standard hours.

Q: What about holidays – what are the hours?

A: Warm Nights will usually stay open during the day on Thanksgiving and Christmas; some facilities choose to stay open on New Year's as well. CCSI will provide staff during those holidays if the church would like staff. It is optional for clients to remain during off hours.

Q: How does a guest get placed at Warm Nights?

A: A guest must contact CCSI (Homeless Hotline 1-888-731-0999) to do a homeless intake; if space is available the client will be added to the shelter list; placements are done on a first come, first served basis.

Q: What happens if someone shows up at Warm Nights that is not on the list?

A: Shelter Monitor will contact CCSI to get approval – if beds are available it is perfectly appropriate for them to stay; Often times facilities will make allowances for those who just show up; It is important that this be an exception to the rule to maintain order.

Q: What about clients who ask for money?

A: Strict policy of CCSI is to not give cash to clients for any reason – most needs can be met if discussion with staff is done.

Q: What about guests who show up high/drunk/under the influence?

A: Warm Nights is a wet shelter. Rules for behavior must be followed if a guest is unruly for any reason they may be asked to leave. The purpose of Warm Nights is to keep people from dying out in the elements. Referrals to substance abuse treatment can be made in cases where they are warranted.

Q: May I give a guest medication?

A: CCSI staff may not give medication, churches must follow their own policy/protocol.

Q: How should donations be handled?

A: Donations are often done at participating churches, all donations should be noted in client files; it is important to not give too much as clients have to carry their belongings from church-to-church and they are only allowed 2 bags.

Q: What about showers?

A: All guests will be provided the opportunity to take showers; many facilities have shower spaces and will coordinate use of those spaces with shelter staff. For facilities that don't have showers – CCSI will coordinate showers with Park and Planning for two times each week - usually Tues/Thurs; in between shower opportunities CCSI will have basins for folks to use with bathroom sinks.

Q: What time do guests arrive and what time do they leave?

A: Guests arrive after 6:30pm nightly and are to be completely out of the facility by 7:00am; Guests must be checked in by 10pm nightly.

Q: How will churches get materials (cots, supplies, etc.)?

A: CCSI will contact the Church Coordinator the Wednesday prior to your week to schedule drop off of materials on the Sunday your week begins. Sunday Van Drivers/Shelter Monitors will be responsible for removing all materials at the end of your week.

Q: What if I don't hear about drop-off and pickup, what should I do?

A: Contact CCSI at 301-779-2138 and speak to supervisor.

Q: Should meals be reserved/held for late arrivals?

A: It is up to each church as to whether that is possible or not; plates should only be held for guests.

Q: What if a guest has special food needs?

A: Up to each church if they are able to address the need; CCSI will try to let you know ahead of time if that is an issue.

Q: How many bags may a guest bring? What about their belongings?

A: Guests may bring up to 2 bags. Guest belongings are the responsibility of each guest. Policy is that they remove belongings each day. Each church may determine if they are willing to allow belongings to remain

at the church during the week they host. CCSI and each church will not be responsible for guests' belongings. No belongings will be transported from week-to-week.

Q: Where do I get the health permit food form?

A: The food permit that is needed (unless your facility has a standard permit) is the Temporary Event Application. Fill that form out. Fax and mail it to the Prince George's County Health Department. Operation cost is free (Food Permit is included in your packet).