

# Adult and Family Shelter – Site Relocation

## Program Quality and Community Acceptance and Considerations

### **Overview**

When relocating an adult or family shelter it should be the goal of any shelter provider to ensure the overall well being of its clients and the community. Uninterrupted service delivery, smooth staff transitioning, community outreach and notification, and stable programming will be the result of careful planning and execution.

When considering relocation, program quality and community acceptance are the expected results. The agency will carefully consider program quality to provide a quality environment for the shelter residents and staff. Community acceptance is a useful process in which an agency develops and employs certain protocols with the goal of nurturing a community that accepts the relocation of the shelter, thereby assuring a more compassionate community for all. The purpose of these protocols is to develop suitable strategies to construct community support for the adult or family shelter in every step of its relocation. Community acceptance is a process, not a product.

The staff of the Community Shelter Board is available to advise agencies on various levels throughout the process. By combining expertise in the areas of program design, public relations, relationship building, community education, and government approvals, CSB staff can offer guidance to help agencies complete a successful program relocation, including a comprehensive community acceptance strategy.

CSB approval of a proposed site must be secured before the agency enters into an agreement for the new site. This approval will be contingent upon assuring that the current contract obligations (e.g. capacity, outcomes, and standards) are satisfied at the new location. Agencies should notify CSB as they begin to consider a site relocation. Frequent communication with CSB during the planning and implementation of the relocation will be necessary.

### **Considerations**

In considering a new site it is important to closely consider certain facets of your agency. Some of these considerations may be more pertinent to one agency than another, but it is important that they are carefully reviewed. Carefully considering and crafting responses to the questionnaire below will help to assure that your agency and its stakeholders are better prepared for relocation.

The following considerations are further detailed in this questionnaire:

#### **1. Current Status of Program/Agency**

- This section is intended to detail the current state of the shelter program and/or site. Determinations from this section may assist in leading to conclusions regarding the necessity of site relocation.

#### **2. Future Site and Program Relocation**

- This section will help guide your agency through various items that must be considered when relocating to a different site.

#### **3. Funders and Partner Agencies**

- This section will help detail the needs of funders and partner agencies in regards to site relocation.

#### **4. Political and Community Support**

- This section is intended to generate intentional actions in regards to creating and sustaining political and community support for site relocation.

Adult and Family Shelter – Site Relocation  
Program Quality and Community Acceptance and Considerations

**5. Political and Community Opposition**

- This section will help your agency identify those that may potentially or currently oppose site relocation. It may also foster ideas on how to generate political and community support.

**6. Legal Issues**

- This section helps to frame the legal needs and/or issues that may affect site relocation in regards to contracting and compliance with laws.

**7. Public Relations and Media**

- This section identifies the possible need to address the media and other public forums in regards to site relocation. This may help your agency in anticipating any public reaction to site relocation.

**Site Relocation**

**1) Current Status of Program/Agency**

**a) Rationale for Relocation**

- i) Please provide a detailed rationale for site relocation and timing of the move.. This can be in a paragraph form.

**2) Future Site/Program Relocation**

**a) Key Characteristics**

- (1) What will be the client capacity of the new site? Noting any change in capacity?
- (2) What is the proposed location (street address, neighborhood)?
- (3) Are there any other shelter programs or supportive housing in the vicinity?

**b) Preparation for Site Relocation**

- (1) What is the target date for opening at the new site?
- (2) How long will relocation take?
- (3) How much will it cost to relocate?
- (4) How will current residents/clients be assisted?
- (5) What is the impact on the “system”? Are there other agencies servicing the same population?

**c) Research**

**i) Community**

**(1) Neighborhood Associations**

- (a) What appropriate entities been identified for inclusion in the community outreach?

**(2) Schools**

- (a) What are the educational opportunities for clients? Do they have access to education (i.e. elementary, pre-school, daycare, high school, trade schools, other, etc.)?

**(3) Employment Opportunities**

- (a) Who are the local employers? Is there opportunity for job training?

**(4) Transportation**

- (a) Is the new site located near bus routes or other transportation? Is the neighborhood safe for walking or bike riding (i.e. sidewalks, bike paths, etc.)?

**(5) Recreation**

Adult and Family Shelter – Site Relocation  
Program Quality and Community Acceptance and Considerations

- (a) What are the recreational opportunities? Are there recreational facilities nearby (i.e. parks, playgrounds, sports facilities, theaters, museums, etc.)?

**(6) Neighborhood Health**

- (a) Are there adequate resources within the community? Do residents have access to hospitals, dentists, mental health facilities, etc.?
- (b) What is the current state of the neighborhood? Is it neglected? Is there investment?

**(7) Access to Other Resources**

- (a) What, if any, are the other resources that will be at the disposal of shelter clients?

**ii) Site Identification**

**(1) Property Management/Owners (as relevant)**

**(a) History**

- (i) Does the management have a history of good relations with other tenants? Are they responsive to the needs of tenants?

**(b) Services Offered**

- (i) What management services, if any, will be included with the new site?

**(c) Affordability**

- (i) Is the new site fairly priced? Has there been adequate research regarding a fair market price?

**(d) Leasing/Purchasing**

- (i) Will your agency seek to lease or will the site be purchased?
- (ii) Is the lease fair for both the management and the agency? How was this determined?
- (iii) Is the purchase price reasonable? How was this determined?

**(2) Facility Details**

**(a) City and State Codes**

- (i) Is the new site up to City and State codes?
- (ii) What are the inspections that will be needed?

**(b) Unit Types**

- (i) What will be the unit types? Congregate shelter, apartments, clustered apartments, scattered sites, etc.

**(c) Needed Repairs/Improvements**

- (i) What repairs/improvements are needed to have a fully operating facility/program?
- (ii) Will the agency or the property management be responsible for these?
- (iii) How much will these cost?

**(d) Operations**

- (i) Will the new site have the capacity to accommodate the agency's operational needs? This includes maintenance, equipment storage, staff offices, meeting spaces, etc.

**(e) Food Services**

- (i) Is there any affect on food service to clients?
- (ii) How will food be prepared?
- (iii) How will food be stored?

Adult and Family Shelter – Site Relocation  
Program Quality and Community Acceptance and Considerations

(iv) Will there be a need for new partnerships regarding food services?

**(f) Security**

(i) Are there security concerns about entrance and exit to and from the facilities, units, and/or programs? What will be the security protocols?

(ii) Is there security lighting, cameras, hired security staff, etc?

**(g) Parking/Access to Transportation**

(i) Is there adequate staff and resident parking?

(ii) Will there be parking for special events or meetings?

(iii) Is the facility easy for guests to locate and access via public transportation?

**(3) Service Details**

**(a) Service Capacity**

(i) Will the new site support the current service delivery model? What will be the changes, if any?

**(b) Transition/Interruption of Services**

(i) What are plans for the transitioning of services to clients?

(ii) How long will they be interrupted and what are plans for continuance?

**(c) Services to be Continued**

(i) Please describe

**(d) Services to be Terminated**

(i) Please describe

**3) Funders and Partner Agencies**

**i) Board of Trustees**

(1) How has the agency Board of Trustees been informed regarding the process?

(2) Has the agency sought the proper approvals?

**ii) Funder Notification**

**(1) Mandated Funder Requirements**

(a) Are there any funding requirements that are specific to the shelter program?

(b) Will site relocation affect program funding?

(c) Have other funders been notified at least sixty (60) days prior to site relocation?

**(2) Contracting**

(a) What are the needed modifications to your current contracts?

(b) Will there be any revisions to terms, budgets, program outcomes, funder requirements, program delivery, etc?

(c) Is there a need for new contracts?

**iii) Partner Agency Notification**

**(1) Agreements with Partner Agencies**

(a) Will site relocation result in new or terminated partnerships with agencies?

(b) Will the agency need to revise or create any new agreements with partner agencies?

**(2) Effect on Other Partner Agency Programs**

Adult and Family Shelter – Site Relocation  
Program Quality and Community Acceptance and Considerations

- (a) Will site relocation create enhancements, deficiencies or inefficiencies with partner agency programs?
- (b) Will site relocation result in a perceived change in image or agency identification?

**4) Political and Community Support**

**a) Political**

- i) Methods for Notification, Education, Advocacy, and Outreach
  - (1) Please describe
- ii) Who are the identified supporters (Township, City, County, State, Federal, etc)?
- iii) How will they be contacted?

**b) Community**

- i) Methods for Notification, Education, Advocacy, and Outreach
  - (1) Please describe
- ii) Who are the identified supporters?
- iii) Neighborhood Associations
  - (1) Please indicate the existing Neighborhood Associations
- iv) Development of a Good Neighbor Agreement
  - (1) Are there plans to develop a Good Neighbor Agreement?
  - (2) Who will be involved in the process? What is the timeframe for development?
  - (3) Will there be a neighborhood/community advisory committee?

**5) Political and Community Opposition**

**a) Political**

- i) Are there any identified opponents? How will they be contacted?
- ii) What will be their concerns? How can their concerns be addressed?
- iii) What are the planned responses?
- iv) Methods for Notification, Education, Advocacy, and Outreach
  - (1) Please describe

**b) Community**

- i) Are there any identified opponents? How will they be contacted?
- ii) What will be their concerns? How can their concerns be addressed?
- iii) What are the planned responses?
- iv) Methods for Notification, Education, Advocacy, and Outreach
  - (1) Please describe

**6) Legal Issues**

**a) Contracts and Leases**

- i) Will your agency need legal preparation or review of contracts and leases?

**b) Client Rights**

- i) Will there be any modifications or changes regarding client's rights?
- ii) Are these changes in compliance with local, state, and federal laws?

**c) Local and State Laws and/or Ordinances**

- i) Are your facilities in compliance with all applicable laws?
- ii) Is your facility ADA compliant?
- iii) Is your facility properly zoned for use as a shelter?

**d) Policing**

- i) What are plans for communications with law enforcement?

Adult and Family Shelter – Site Relocation  
Program Quality and Community Acceptance and Considerations

ii) What are any potential issues regarding interactions with law enforcement?

**7) Public Relations and Media**

- a) Will the public or media be notified?
- b) What is the message that will be communicated?
- c) How will this benefit or hinder the community?