

Greater Williamsburg Outreach Mission

THE HARBOR

Greater Williamsburg Outreach Mission: The Harbor

Program Description

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A. INTRODUCTION

In response to the unmet needs of the homeless population in Williamsburg, the Greater Williamsburg Outreach Mission (GWOM) plans to open The Harbor, a daytime service center, in the fall of 2015. The location will be the St. Bede Outreach Center, off Richmond Road at 10 Harrison Avenue.

Basic services and a warm meal will be offered, with emphasis on a place for conversation and community. The Harbor will be managed by one part-time Coordinator, with operational support from trained volunteers from the faith-based member organizations of GWOM. Staff and volunteers will be supported by the existing personnel in the St. Bede Outreach Center.

This document outlines the existing needs, the program plan for The Harbor, and the proposed timeline for opening The Harbor.

B. BACKGROUND

In July of 2012, GWOM issued a report to member faith organizations on the state of homelessness in Williamsburg and James City County, and the findings of that report continue to motivate the faith community to action on behalf of those without housing and without a voice. The following realities continue to serve as guideposts for this important ministry:

Statistics reveal that in 2011, over 2500 services were provided to people experiencing homelessness by a variety of local entities. In 2013, the one-day Hands Together event offered community services to several hundred people. In addition, the Williamsburg-James City County School District estimates that they have at least 425 children every year living in unstable housing situations including hotels. The Greater Virginia Peninsula Homelessness Consortium also provides useful statistics. (Appendix 1)

Homelessness is almost always accompanied by other issues - among them are unemployment, physical disabilities, substance abuse, financial problems and other educational and health-related issues. GWOM is committed to providing access to wrap-around services through its partnership with the St. Bede Outreach Center. As an existing homeless entry point, the Center provides intake and assessment, material and financial assistance, emergency shelter, and Rapid Rehousing case management to those in need.

C. GREATER WILLIAMSBURG OUTREACH MISSION

The Greater Williamsburg Outreach Mission (GWOM) is an incorporated coalition of faith groups that work with multiple local public/private social agencies committed to the critical needs of those experiencing homelessness or those at risk of becoming homeless.

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GWOM began in 2010 when several churches in the community felt moved to work together to support the local Intake and Referral (I & R) Service. The churches provided financial support and volunteers. I & R has since grown into the Community Resource Center and, after the demonstration of what churches can do when they work together, the Greater Williamsburg Outreach Mission, Ltd was incorporated as a 501(c) (3) non-profit organization in January, 2012. GWOM has grown to a coalition of 22 faith groups whose mission is to help those who are experiencing homelessness or are at risk of becoming homeless in Williamsburg, James City County, and the Waller Mill, Queens Lake, and Magruder precincts of Upper York County.

This mission translates into a multi-faceted approach to promote and advocate for adequate emergency shelter, and to refer people in need to the essential wrap-around care that is needed for long-term stability. GWOM's role has evolved into the incubator and facilitator of innovative approaches to serve those experiencing homelessness.

Churches throughout the area open their doors from November to March to those experiencing homelessness through the emergency shelter ministry of the Community of Faith Mission (COFM). Host churches serve one week at a time to provide a warm evening meal and breakfast the next morning, a safe place to sleep, and friendly conversation. Although COFM is not affiliated with GWOM, the church members of GWOM have embraced the ministry from the beginning and continue to provide host and partner-church support to this integral community organization.

GWOM is also focused on advocating for permanent solutions to serve the long-term needs of those experiencing homelessness.

GWOM is led by a Board of Directors. Currently 22 faith communities are members of GWOM. (Appendix 2) A meeting of representatives of the member faith communities is held quarterly and serves as a link to those communities.

D. THE HARBOR PROGRAM PLAN

Despite a wide variety of services to end homelessness, one of the unmet needs is a central place for persons to gather, take respite, and receive basic services. There is currently no place for those experiencing homelessness to take care of the everyday tasks of living such as doing their laundry, looking for job opportunities, or merely finding respite from the cold of winter or heat of summer. For this reason, GWOM is developing The Harbor, a friendly, safe daytime environment where these guests can do the things that make for a more normal life and provide an opportunity to get their lives back in order.

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Mission – The Harbor is a day center located in Williamsburg, Virginia, serving people experiencing homelessness. Our mission is driven by the belief that every person should have a safe place to go for respite, comfort and access to amenities normally found in a loving home. The Harbor is formed by the faith groups of the Greater Williamsburg area and exists to make connections between people and services, provide access to amenities, and provide and enhance opportunities for those in need.

We are driven by our common belief in the dignity of the individual and seek to restore those things required for human decency—starting with food, shelter, clothing, employment, health care and education.

Vision - The Harbor seeks to restore people to dignity and self-sufficiency, as well as to be a safe place of respite in the storms of life.

Services - The Harbor will be a welcoming environment for finding friendly conversation and building relationships. Services to be provided at The Harbor include:

- Access and referral to community services
- Warm mid-day meal
- Place of daytime respite
- Access to books and magazines
- Showers and restrooms
- Hygiene kits, towels and undergarments
- Computer access
- Phone charging stations

Additional services to be considered in the future include the following:

- Laundry cards
- Bus tickets
- Haircuts
- Closet for professional clothing to assist in job hunt
- Supportive employment programs
- Customer service course

Logistics

Hours - The Harbor plans to be open 16 hours per week, from 10 am to 2 pm Monday through Thursday.

Location - The Harbor will be co-located at the St. Bede Outreach Center at 10 Harrison Avenue. Centrally located, the Center currently serves as a low/no barrier entry point to people experiencing homelessness, thus providing the Harbor with access to an often reclusive population. There is also easy access to a kitchen, showers, and close proximity to the transportation center.

Admission - All guests will enter through the St. Bede Outreach Center reception area where personnel will provide basic check-in for previously assessed guests prior to escorting them to The Harbor. New guests will complete an initial intake and assessment with Outreach Center staff prior to Harbor entry.

Start Date

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This program is targeted to begin October 5, 2015. The program will be continuously evaluated to determine the future operations.

Staff and Volunteers

One part-time Coordinator, paid to manage the Harbor, will oversee the program operations. The Coordinator will work under contract and report to the GWOM Board of Directors. The position is planned to be 20 hours per week.

The specific duties of the Coordinator include interviewing and scheduling volunteers, maintaining volunteer and guest rosters, coordinating communication through various media, establishing safety procedures, upholding policies and procedures, and maintaining guest confidentiality.

Volunteers from member faith communities will provide the support services to operate The Harbor. Five volunteers are needed every day to smoothly operate the center. One volunteer oversees check-in/check-out; two volunteers operate the kitchen and meal distribution; and two volunteers manage the showering/towel distribution process. (Appendix 3, The Harbor Volunteer Service Description) Volunteers must receive training prior to involvement in The Harbor. (Appendix 4, The Harbor Volunteer Application)

Funding

A proposed budget for The Harbor has been approved by the Board of Directors. (Appendix 5) Pledges from member faith groups will provide operating funds.

E. MAJOR RESPONSIBILITIES

GWOM Board of Directors is responsible for:

- Overall supervision of The Harbor
- Hiring and supervising the Coordinator
- Setting policies and procedures
- Training volunteers
- Developing and monitoring a budget
- Serving as media contact

GWOM representatives from member organizations are responsible for:

- Communicating with and providing liaison to member organizations
- Recommending policies and procedures

St. Bede Outreach Center is responsible for:

- Maintaining the physical site
- Welcoming guests and providing intake and assessment

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- Evaluating vulnerability to prioritize for assistance, and screening for program eligibility
- Providing and facilitating assistance

GWOM member faith organizations are responsible for:

- Providing volunteers
- Providing financial support
- Responding to special requests for supplies and/or services
- Informing their congregations of progress and needs of The Harbor

F. POLICIES and PROCEDURES

Detailed policies and procedures are being developed to operate The Harbor. The policies and procedures will be the basis of volunteer training and will be available to all guests. Subjects to be covered in the policy handbook include confidentiality, client and volunteer records, registration process, emergency procedures, kitchen procedures, drug and alcohol policy, smoking policy, and sexual and physical abuse policy.

G. APPENDICES

1. 2014 Point in Time Count results
2. List of faith groups and representatives participating in GWOM
3. Volunteer service descriptions
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Appendix 2

GREATER WILLIAMSBURG OUTREACH MISSION

22 MEMBER FAITH GROUPS AS OF MARCH 2015

Charter Members

Representative (2015)

First Baptist Church	
Hickory Neck Episcopal	Pete Haines*/Dave Hartsough*
Stone House Presbyterian	Carol Proctor
St. Martin's Episcopal	Diane Langhorst/Florence Downes
Wellspring United Methodist	Martie Severin, Beth Burroughs
Williamsburg Presbyterian	Connie Adamson
Williamsburg United Methodist	Carl Gerhold*

Joined in 2012

Bruton Parish Episcopal	Garry Sloan
Crosswalk Community Church	Lynn Wells
King of Glory Lutheran	Bo Wingate
New Zion Baptist	Jacky Walker
Olive Branch Christian	Rev. Richard Cline
St. Bede Roman Catholic	Shannon Woloszynowski*
St. Stephen Lutheran	Jo Hanny/John Moravetz
Walnut Hills Baptist	Bill Johnson
Williamsburg Baptist	Grace Cofer*
Williamsburg Unitarian Universalists	Helen Hansen*

Joined in 2013 and 2014

Life Church	Jasper Gay*
Grace Covenant	Dick Turner
Williamsburg Christian Church	Tammy Harden
Williamsburg Mennonite	Molly McBeath
Williamsburg Community Chapel	Kelli Digges*

*denotes board member

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Appendix 3

Volunteer Service Descriptions

Check-In (one person per shift)

This person will greet our homeless guests. They would then either

- 1) be presented with an ID card from a returning guest and allow them in to use the facility; or
- 2) if greeting a new guest, will escort them to the intake specialist if available; or
- 3) instruct the guest to wait if all intake specialists are busy.

This person will also answer and re-direct phone calls for The Harbor or take messages.

Lunch / Kitchen Attendant (two persons per shift)

This person will prepare and serve beverages and food to the guests. This may be prepared sandwiches that could be heated up in the microwave. It may require preparing a sandwich or heating other prepared meals. Some cooking is required. There will be a kitchen team that this person will work with for training, and possibly preparing/serving meals with various congregations. This service is in the early stages and will evolve over time as the needs are assessed.

This volunteer is encouraged to interact with the guests, if other meals are not needed at that time.

Shower Monitor (two persons per shift)

There needs to be one male and one female at all available shower times. There is one shower located in the basement. Guests may sign up for times at 15-minute intervals. Guests must be escorted down to the showers. A male volunteer will escort a male guest and a female volunteer will escort a female guest.

Guests are not permitted in the basement without a volunteer. The volunteer will provide the guest with a towel and hygiene kit. This person will sit in a chair outside of the shower room to guard the guest's privacy, and then escort them back upstairs.

This volunteer is encouraged to interact with the guests, if other showers are not needed at that time.

Washing of Towels and Wash Cloths (one person)

This person will pick-up, wash and dry the towels and return them to The Harbor, **once weekly**. This program is in the early stages. The frequency or number of persons needed may change over time as the needs grow.

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Appendix 5

Projected Budget for The Harbor

Program of the Greater Williamsburg Outreach Mission (GWOM)

Start-up (Capital) Costs

Computers (4 @\$ 500)	\$2,000
Computer desks (4 @ \$150)	600
Furniture (sofas, chairs, tables)	1,500
Storage lockers	500
Shower supplies (including towels)	300
Office supplies	<u>100</u>
TOTAL	\$5,000

Annual Operating Costs

Coordinator (by contract)	\$20,000
Replacement supplies (towels & general supplies)	2,400
Food for lunches	<u>2,000</u>
TOTAL ANNUAL OPERATING COSTS	\$24,400