

## **Emergency Shelter Operations Panel Interview**

- I. How do your approach and your experience fit with the vision of a low-barrier shelter?
- II. How do you believe your operations and approach would lead shelter participants to successful transitions to permanent housing?
- III. Tell us about your approach to equity and cultural competencies.
- IV. This project is intended to serve people with complex needs who are traditionally unable or unwilling to access other programs. Who do you envision *not* being able to serve in general, and where would you draw the line on providing multiple chances to shelter participants who haven't complied with rules?
- V. This project would be a stretch for your organization based on the scope and operations you currently have. Help us understand your capacity for this expansion. What support do you envision needing from the City and from other organizations, and do you already have those supports/relationships in place?
- VI. Describe your approach to safety and security, including protocols, staffing levels, and training.
- VII. Walk us through your budget and help us understand the approach and the allocations that you propose to run the facility. How did you estimate costs for the items as proposed?
- VIII. How do you plan to include working with the surrounding neighborhoods in your operational plan?

### **Scenarios**

Please describe how your program would respond to the following possible scenarios, including action steps, response if those action steps weren't successful, and what factors would play into your handling of the situation.

- I. A shelter guest is smoking in their room
- II. A shelter guest is routinely disrespectful to staff, including frequent use of profanity
- III. A shelter guest wishes to add a domestic partner with whom previous incidents of domestic violence have occurred
- IV. A shelter guest frequently shouts in their room, and other guests have complained
- V. Two shelter guests get into a fight resulting in medical attention for one resident