



Guide to the Non-Congregate Sheltering Strategy for the Western Communities

What is non-congregate sheltering?

Non-congregate sheltering (NCS) refers to locations where each individual or household has living space that offers some level of privacy, which is interpreted as its own room and sanitary facilities.

Why is NCS relevant in responding to the coronavirus pandemic?

Given that the coronavirus most easily spreads from person-to-person, non-congregate sheltering has been the preferred option to care for those in need of isolation.

What is the NCS Strategy for the Western Communities?

The NCS Strategy for the Western Communities, as approved by the Palm Beach County Board of County Commissioners on June 2, 2020, entails the renovation and use of two county-owned facilities to provide for a multisite non-congregate sheltering operation serving those in need of isolation due to the coronavirus emergency.

Which county-owned facilities will be used?

The facility located in Belle Glade (formerly occupied by Jerome Golden Center, Inc., 341

NW 11th Street) will serve as the intake and assessment center. A second facility located in Pahokee (1749 E Main Street) will provide 42 one bedroom/one bath units for families, seniors, couples and singles.

How will the facilities be used?

In the short term, the strategy will address the non-congregate sheltering needs of the residents of the Western Communities who need isolation as a result of the coronavirus emergency. In the long-term, this facility will align with the *Leading the Way Home, A Plan to End Homelessness in Palm Beach County*. The units will be used for emergency housing for up to 90 days and supportive housing for up to 24 months, all the while receiving individually determined wraparound services.

Who will be served by the NCS Strategy for the Western Communities?

This initiative will be focused on the communities west of 20 Mile Bend. In order to accommodate special conditions and circumstances, participants from the east coast might be assigned to the facilities located in the Western Communities.



Locations of non-congregate sheltering facilities for the Western Communities of Palm Beach County.

Will the facilities accept walk-ins?

No, the facilities will operate on a referral-basis only. Participants will be referred to the Pahokee shelter only after having been assessed, qualified and entered into the coordinated entry system at the Belle Glade facility.

What type of wraparound services will be provided?

Wraparound services to be provided include, but are not limited to: assessment for shelter; health and behavioral health evaluation; referrals to other services; emergency overnight housing; access to hygiene services; access to mainstream resources; and clothing and food as required.

Who will operate the facilities?

The county has contracted with Gulfstream Goodwill Industries, Inc. (Goodwill) to operate the Belle Glade Assessment and Intake Center and the Pahokee shelter. Goodwill's point of contact for this project is: Kat Hammer, Assistant Vice President of Homeless and Residential Services and

can be reached at 561-904-7901 or at khammer@lewiscenterpbc.org.

Is the sheltering program voluntary?

Yes, participation in the program is completely voluntary, and those entering it must meet program enrollment criteria and adhere to all rules of conduct under the supervision of the operator (Goodwill).

How about security and staffing?

Security services will be provided 24/7 at the Belle Glade Assessment and Intake Center. The Pahokee shelter will have a resident manager and onsite security during the night shift. Staff will be continuously present at both facilities.

Are there job opportunities available?

Yes, Goodwill is actively recruiting to fill 27 open positions and all recruitment efforts will be targeted to the Western Communities. Additional information regarding job descriptions, minimum

qualifications and recruitment process can be found at Gulfstream Goodwill's website, www.gulfstreamgoodwill.org, under quick links "Apply for a Job."

What is the Neighborhood Oversight Panel?

Palm Beach County is committed to the safe, sound and compatible coexistence of its facilities and operations amongst nearby property owners, businesses and residents. In furtherance of this commitment, Palm Beach County willingly makes its professional staff and contracted service providers of facilities serving individuals experiencing homelessness available to a Neighborhood Oversight Panel representing a cross-section of locally interested parties. The Neighborhood Oversight Panel exists not only to relay any observations of concern, local complaints and/or emerging impacts arising from county facility operations for responsive action and resolution, but also to proactively bring attention to particular items of interest prior to experiencing any unintentional outcome.

Who participates on the Neighborhood Oversight Panel?

The cities of Belle Glade and Pahokee appointed five members each to the Panel. For Belle Glade: Vice-Mayor Mary Ross Wilkerson, Alphonzo Royal, Derreo Smith, Hope Rivera-Matthews and Jackie Pitts. For Pahokee: Vice-Mayor Clara "Tasha" Murvin, Rev. Patricia Wallace, Faith Sasser, Josie Hernandez and Sanquetta Cowan. The Panel is chaired by Katrina Long-Robinson, Vice-Mayor, City of Westlake and Member of the Palm Beach County Homeless Advisory Board. Assistant County Administrator Nancy Bolton, along with county staff from the Community Services and Facilities Development & Operations departments, attends all panel meetings.

How will this project benefit the Western Communities?

Immediate benefits include, but are not limited to: renovation of the two currently vacant facilities, which ensures their upkeep and sanitary conditions, and provision of construction work for the local workforce. Continuing benefits include: local job opportunities in the management of the sheltering operation, additional access to the wide variety of programs and services offered by the Community Services Department including those tailored toward veterans, seniors and migrant farmworkers, and families, and overall the nurturing that leads to more resilient communities, as the program proposed for the multisite operation heavily relies on local ties and engagement for its success.

Who do I contact if I need additional information about the services?

The county's Community Services Department can provide additional information about services provided under the strategy. You can visit the department's website (www.pbcgov.com/communityservices) or reach out to:

Wendy Tippett
Director Human Services
561-355-4772
WTippett@pbcgov.org

Who do I contact if I have questions about the facilities?

The county's Facilities Development and Operations Department is responsible for the upkeep of both facilities. You can visit the department's website (www.pbcgov.com/fdo) or reach out to:

Isamí Ayala-Collazo, Deputy Director
561-233-1447
iayalacollazo@pbcgov.org



**Palm Beach County
Board of County Commissioners**



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In accordance with the provisions of the Americans with Disabilities Act (ADA), this publication is available in alternate formats. Please call Tammy Martinez at (561) 355-4501 at the PBC Community Services Department to make your request.