

## **Community Q&A – Dec. 17, 2012 Design Workshop**

### **Operations Management and Security**

#### **What are the proposed hours of operation?**

- Center would be open 24 hours a day, 7 days a week.
- Daytime client services would be provided Monday-Friday, 9 a.m.-4 p.m.

#### **Is there a curfew?**

- Plans are for a 10 p.m. curfew at the center.
- Allowances would be made for working hours of clients who hold jobs.

#### **What time can clients leave the shelter in the morning?**

- Clients could leave the shelter beginning at 5 a.m.
- Allowances would be made for working hours of clients who hold jobs.

#### **Will the center offer walk-in nursing care?**

- Nursing services would be available only for registered center clients.
- Part-time or volunteer nurses would provide physical examinations, basic medical screenings, vaccinations, medication prescriptions, first aid and wound dressing.

#### **What level of care will be provided to clients in respite beds?**

- Nursing bed users would have to be well enough to be discharged from hospital and be able to conduct activities of daily living.
- Basic nursing care, as mentioned above, would be provided.

#### **Are expectations different for winter bed clients than for year-round bed clients?**

- Behavioral expectations would be the same for all clients.
- Additionally, all clients would be expected to have an initial assessment, to participate in developing a service plan, and to work toward the plan goals, which include permanent housing.

#### **How will the center address overflow if the center's capacity is reached?**

- Space at the RPC shelter and Detention Center lobby would be used, as is the current practice.
- People may also be sent to nearby, non-Arlington shelters if space is available.

#### **How would you handle people who are released from the Detention Center?**

- Continuation of current practice.

- Shelter operator case managers would meet every two weeks at the Detention Center with appropriate parties to develop detailed discharge plans for people being released with nowhere to live.
- Plans would address housing, employment, benefits enrollment, mental health and substance abuse treatment, as needed, and any conditions related to probation.

**Are there going to be sex offenders at the center?**

- Very few sex offenders have stayed at the current shelter; the County would expect similar numbers at the center.
- A probation officer would accompany a sex offender released on probation to the center and participate in the intake process. The probation officer would also provide ongoing case management.
- Sex offenders would be required to report back to the center by 3 p.m. and remain inside during the night.

**If someone comes at 2 a.m., will they be admitted?**

- Yes. They would be admitted so they don't have to stay outside, and would go through formal intake during business hours.

**Will there be an after-hours entry system so clients may be admitted after the doors are locked?**

- Center access would be controlled 24/7 via a buzzer/video system, allowing after-hours entry.

**Will there be a security guard?**

- Under consideration is a security guard to be on site during key times for an initial operating period.
- Hours for the security guard would be established in the center's security plan.

**Privacy and Aesthetics**

**Entrance: Can the entrance be as close to Courthouse Road as possible on the 14th Street side of the building? Can the center entrance be flipped with the main entrance so the Homeless Center's entrance is close to Courthouse Road? Will the clients be allowed to hang out (loiter) near the shelter?**

**Will panhandling be tolerated?**

- Because of County Code and current/planned uses of the building, entrance location choice is limited to a 20-foot span on the 14th Street North side. Entry would be 30 feet from the Troy Street corner.
- Center staff would monitor the property and discourage lingering, panhandling and other nuisance behaviors, which would be specifically addressed in the behavior contract all clients sign.

**Loading Dock and Screening: Limit hours of operation for loading dock (set hours of operation to not disrupt neighbors) to keep noise to a minimum; Have designated dumpster areas that enclosed with a fence or screening (currently they are dropped and block the loading zone); Raise the existing wall or replace it with an 8-foot high treatment; Split decision on the open wall vs. solid (some feel the fencing or lattice type façade would provide a sense of security of seeing past the wall and if anyone is visible, others feel the solid wall would be better); Have loading dock screening duplicate the design and materials of the neighbor's new fencing at the rear entrance to stay consistent.**

- Loading dock would be subject to County ordinances limiting use to 6 a.m.-10 p.m.
- Dumpsters would be enclosed in fenced/gated area of service alley.
- An 8-foot wall would be installed between the service alley and adjacent property.
- Wall would be 20 feet from sidewalk/building line for good pedestrian visibility.
- Design would be compatible with local architecture.
- Gate would not be added to the loading area, because the service alley is the emergency egress path from the building to the street.

**Smoking Area: Comments were positive on location and management of the area.**

- The proposed design would keep the smoking area in the location currently being used and more formally delineate it.

**Site Improvements: Repair sidewalk at corner of Courthouse Road and 14th Street North outside of Ragtime; Increase the sidewalk width at the 14th Street side of the building; Install a new sidewalk on the Troy Street side of the facility.**

- Repairs would be made to the sidewalk adjacent to the Ragtime entrance.
- Current sidewalk widths are appropriate for anticipated pedestrian traffic. Widening sidewalk on 14th Street would require elimination of on-street parking.

**Sleeping Configuration and Window Treatments: Individuals expressed concern that the men's sleeping quarters are located on the Troy Street side of the facility, facing their residence, and suggested switching sleeping areas; Opaque glass was preferred for the sleeping areas for both men and women on the third floor with a clearstory to allow light to enter the spaces during the day.**

- Designers studied sleeping configuration thoroughly. The center would serve more men than women. The proposed design would allow for the most efficient flow of people from the entry to registration, dining area and sleeping area. It would provide privacy for the respite beds, for the women's sleeping area and for the bathrooms.
- Alternative window treatments under consideration would allow for balance between privacy and natural lighting.

**Miscellaneous: Where is the kitchen exhaust? Will the space be flexible? Seems like only a small amount of space is actually planned for sleeping? Will the shelter be recording any information about the clients in case there is an incident?**

- Kitchen exhaust would be located in service alley between third and fourth floors.
- Sleeping space would be sufficient for up to 80 people. The RPC shelter and Detention Center lobby can be used if needed for overflow, as is the current practice. People may also be sent to nearby, non-Arlington shelters if space is available.
- Information provided by clients would include their name. If a client disclosed that he or she has an outstanding warrant, shelter staff would notify appropriate authorities.

### **Lighting and Security**

**Install cameras at building corners and loading area. Cameras should be visible to everyone walking by the building. Cameras should be actively monitored 24 hours, every day.**

- A video monitoring system is being considered with exterior cameras to cover the service alley and along 14th and Troy Streets; monitoring stations would be set up in two locations within the center.

**Install lights on 14th Street side to the level of urban lighting (without dark spots); Install lights on Troy Street side to the level of residential lights – continuous, but not shining into condo windows.**

- Lighting would be installed/improved to meet urban design criteria:
  - 2 foot candles (fc) on major streets (14th Street North)
  - 1 fc on residential streets (Troy Street)
  - 0.5 fc in service alley
- Lighting assessment would be conducted after first floor is enclosed to ensure standard is met.

**Install screen (solid) wall, make it aesthetically pleasing. Install lights to eliminate dark areas.**

- A solid 8-foot wall would be installed between the service alley and adjacent property.
- Wall would be 20 feet from sidewalk/building line for good pedestrian visibility.
- Design would be compatible with local architecture.
- Lighting would be installed in service alley.

**Install signage on building perimeter as a deterrent to crime. Sign should read “This building is under surveillance.”**

- Signage, including monitoring notification, would be installed in accordance with County regulations.

**Need security guard patrol around the building 24 hours, every day.**

- Under consideration is a security guard to be on site during key times during an initial operating period.

- Hours would be established in the center's security plan.

**Study the footpath of the kids going to and from the school bus stop (at Taft and 14th Streets) to determine if they would be in close contact with the center. Move bus stop, if necessary.**

- Pedestrians can choose a number of routes to the current bus stop at 14th and Veitch and 14th and Taft.