

**EXHIBIT A: PROPOSED PROJECT & RESPONSES TO APPLICANT  
QUESTIONS**

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Special Use Application – Connections for the Homeless, Inc.

### **PROPOSED PROJECT**

A. Briefly describe the proposed Special Use:

#### **Background**

The Applicant, Connections for the Homeless, Inc. (“Connections” or “CFH”) is seeking a new Special Use for a Rooming House at the Margarita Inn, located at 1566 Oak Ave. After the COVID-19 global pandemic caused an industrywide recession in March 2020, the city provided the opportunity for the then-owners of the Margarita Inn, who owed back taxes and parking fees to the City of Evanston, a chance to pay off its debt in exchange for sheltering homeless individuals through a partnership with Connections. Since March of 2020, Connections has been using the Margarita Inn to provide temporary housing for people experiencing homelessness, and is now seeking to make this arrangement permanent with this Special Use application.

The building was constructed in 1927 as The Margarita Club for Working Women. Originally, the building served as a hotel/apartment house for young business women needing proper housing. In the 1960’s, the property was operated as a Single Room Occupancy facility for weekly rental. In 1974, the Zoning Board of Appeals approved a Special Use for a Rooming House and restaurant on the first floor. The Special Use permitted up to sixty-three roomers. It was converted to a hotel in 1989, and in 2013 was renovated to include en-suite bathrooms. Currently, the Margarita Inn has 44 rooms with a capacity of up to 70 participants; Connections is seeking a Special Use for a Rooming House for 70 participants.

#### **There is a Great Need for Housing for the Homeless in Evanston**

Homelessness is a persistent problem in the United States, Northeastern Illinois, North Suburban Cook County and, particularly, in the City of Evanston. Downtown Evanston has long been a haven for the homeless due to the concentration of public transit assets (Metra and CTA Davis Street stations) along with the density of local businesses, public facilities, and outdoor public spaces. Factors such as lack of affordable housing, increasing housing prices, and income instability all contribute to incidents of homelessness especially for vulnerable populations such as those suffering from mental illness, substance use disorders and the elderly – all protected classes of individuals.

In 2012, the City of Evanston recognized a need within the community for a plan to end homelessness. It drafted a document, “Heading Home: Working to End Homelessness - a Five-Year Plan for the City of Evanston, IL”. At the time, the plan estimated that 10% of Evanston residents were either homeless or at risk of becoming homeless. The plan recognized homelessness as an ongoing chronic issue, stating: “Homelessness did not happen overnight, nor will it be ended quickly. This plan and its recommendations are just the beginning of what will be a long journey to end homelessness. But with the entire community’s commitment and continuous focus on prevention and re-housing, we can and will make progress that Evanston is a community where everyone has a home.”

Since 2010, Evanston’s Consolidated Plans (which allocate funds from HUD CDBG, HOME, ESG and other Federal grant programs, and are adopted by members of City Council with input from citizens), devote a chapter to actions that address housing and homeless needs. The most current 2020-2024 Consolidated Plan follows that trend with a robust section addressing homelessness. The plan focuses on Progressive Engagement strategies for Rapid Re-Housing and Prevention, stating:

“Funding is prioritized for rapid re-housing, following the housing first strategy of the HEARTH Act, while maintaining needed prevention funding, street outreach services and emergency shelter, particularly for domestic violence victims.”

The 2020 global pandemic has had a profound effect on individuals and families at risk of homelessness. Evanston’s 2021 FY Action Plan (part of the 2020–2024 Consolidated Plan) drafted in April of 2021, states: “Evanston is experiencing substantial increases in homeless and unstably housed residents due to income loss from the continued impact of the pandemic.” Additionally, rents around the country have been increasing and, according to the U.S. Government Accountability Office, for every \$100 increase in median rents in a community, homelessness increases by 9%.<sup>1</sup> Evanston has not been exempt from the recent increases in rents. The Alliance to End Homelessness in Suburban Cook County Continuum of Care (“The Alliance”) helped craft the 2020–2024 Consolidated Plan. The Alliance estimates a significant shortage of beds in northern Cook County to meet the increasing demands of a growing homeless population.

The Special Use proposed by Connections for the Homeless will provide up to 70 beds of interim housing for the homeless in a “rooming house” setting. The advantage of this setting is that it gives those experiencing homelessness shelter for a full 24 hours of each day in a private room. The proposed Special Use not only addresses the needs of those experiencing homelessness, but also has the potential to reduce the number of the homeless population occupying the public spaces of downtown Evanston. In the prior fiscal year, 86% of participants living at the Margarita Inn identified as being from Evanston, working in Evanston, or having family in Evanston.

### **The Margarita Inn is in an Ideal Location for this Type of Facility**

The Margarita Inn, at 1566 Oak Ave., is ideally suited and located for this type of operation. Well before CFH’s use of the Margarita Inn, people experiencing homelessness have traditionally gathered in the downtown area. This is because of the access to transit, local businesses, and service providers. The Margarita Inn’s proximity to downtown helps take people experiencing homelessness off the streets and into a safe location.

The building itself is also ideal for CFH’s operations. Unlike a traditional shelter, where all participants congregate in a large room, the Margarita’s rooms provide people experiencing homelessness much-needed privacy and dignity. Private rooms give participants a place to shower, safely rest, and keep their belongings while they look for jobs, attend current jobs, and work with case managers to identify permanent housing options.

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<sup>1</sup> <https://www.gao.gov/blog/how-covid-19-could-aggravate-homelessness-crisis>

Since the spring of 2020, when many homeless providers throughout the country occupied local hotels to provide private rooms for people to shelter in place from the pandemic, providers have found that “hoteling” makes for much more effective shelter programming than the old model of having people sleep together in one room and have to leave during the day. It is now becoming best practice to provide private rooms, 24 hours a day, for shelter residents. The Margarita Inn is the only pre-built facility in Evanston of the size and configuration that allows CFH to implement this best practice.

### **Connections for the Homeless is the Ideal Operator for the Margarita Inn**

For over 38 years, CFH has sheltered and provided other services for people experiencing homelessness in Evanston, in multiple facilities, and implemented industry-best-practices and innovative new approaches to eliminate homelessness. From July 1, 2020 through June 2021, CFH served 4,055 individuals by providing financial assistance to prevent evictions, shelter, and housing. And Connections’ approach at the Margarita has been very successful. Since beginning operations in March 2020, 57% of the Margarita’s residents have transitioned out of the Margarita and into stable housing. This compared to a 39% average in 2019 for the City of Chicago’s Department of Family and Support Services, cited in a Harvard Kennedy School Global Performance Lab study.

### **Connections for the Homeless has Solid Credentials in Homeless Services**

CFH is a member of the Alliance to End Homelessness in Suburban Cook County (the “Alliance”). The Alliance coordinates the Cook County Continuum of Care (IL-511), and is responsible for the planning and coordination of homeless services and housing options for all of Cook County outside the City of Chicago. The Alliance develops best practices in homeless services for the region and allocates funding to providers like CFH on a competitive basis. CFH is a key partner in the work that the Alliance does on analyzing the system-wide impact of providers on the population of people without homes. CFH consistently ranks very high in the scoring of proposals for funding which measures its ability to implement best practices in effective and impactful ways.

Connections receives funding from a variety of sources including U.S. Department of Housing and Urban Development, the Illinois Department of Human Services, U.S. Department of Health and Human Services, Cook County, and the Alliance to End Homelessness in Suburban Cook County. As a result, Connections is audited multiple times each year, both on stewardship and spending of funds and on adherence to the U.S. Department of Human Services and State of Illinois policies and procedures, all of which are based on research into best practices.

A letter from Connections’ Board of Directors, further attesting to the credentials of the staff is attached as Exhibit G, along with numerous supportive emails from community members.

### **Connections for the Homeless Uses Industry-Standard Best Practices**

CFH bases its programs and operations on evidence-based best practices defined by the national and state organizations that oversee and fund much of the shelter system throughout the United States. CFH has contracts with and is accountable to several of the organizations described above. These contracts require CFH to follow best practices as described below:

- Maintaining a low-barrier shelter that admits people in need who are capable of staying in the shelter without harming themselves or others: We do not exclude people based on barriers related to mental illness, alcohol use, other drug use, or criminal background (excluding sex offenses) unless safety is in question;
- Prioritizing those who are most vulnerable to dying if they do not get into shelters: This includes people with mental illness, physical or other disabilities, substance use disorders, no incomes, and/or no credit, as well as large families, youth, veterans, survivors of domestic violence, survivors of other crimes (as people who are homeless are very often victims), non-English speakers, and people who are undocumented;
- Connecting participants to mainstream resources: A key component of CFH's services is connecting residents to Medicaid or other insurance, as well as any other public benefits to which they are entitled;
- Focusing services on obtaining permanent housing: From the first meeting with a case manager, participants are working on an exit plan that includes finding appropriate housing, paying for that housing, and finding any support needed to stay in the housing. All steps in each participant's case management plan ultimately are focused on housing as the final goal;
- Providing trauma-informed care: Trauma and homelessness are intrinsically linked. The first goal when working with people who are homeless or at-risk of homelessness is to increase safety as quickly possible. At the Margarita Inn, CFH provides a low anxiety, home-like environment that is both physically and emotionally secure, with 24-hour staff and supports to meet participants' immediate needs. Participants are welcomed to a comfortable, encouraging space that may feel like the home they have not had in a very long time. With immediate safety established, CFH staff work to build rapport and connections with participants to encourage trust and reinforce safety, so participants can begin to heal and improve well-being. CFH staff are trained and prepared to identify trauma that may present in people's behaviors, interactions, and relationships. Ongoing training and support are provided and available to all staff to build competency to implement trauma-informed practices and provide residents with opportunities for reflection and processing;
- Practicing harm reduction across all programs and services: Harm reduction is a non-coercive, cooperative model that seeks to avoid shaming and judging people for their behaviors. CFH staff meet participants where they are and help support practical strategies participants can deploy to reduce negative consequences of risky behaviors such as drug use and unsafe sex. Every participant completes a comprehensive assessment at entry that includes questions related to substance use, exposure to trafficking, and other risky behaviors. Based upon the assessment, staff and participants work together to prioritize and identify the changes the participant wants to make in their lives. Staff makes appropriate recommendations and referrals for trafficking interventions, education, counseling, or treatment as

mutually agreed upon. Further, CFH staff facilitate ongoing discussions surrounding high-risk behaviors during individual counseling sessions; and

- Creating spaces and opportunities for positive experiences and relationship building: Research demonstrates that the presence of relationships and positive experiences support the development of participants to better manage and minimize risky behaviors. CFH does this by:
  - (1) Providing an open, supportive environment that encourage relationships among peers, staff, and volunteers, as well as repairing past relationships with friends and family when appropriate;
  - (2) Offering comprehensive services for people to increase their exposure to positive role models and allow for the exploration of recreational and leisure activities that match their interests;
  - (3) Providing one-on-one and group sessions to create a shared understanding of their past experiences and support the development of positive coping strategies; and
  - (4) Connecting people to community partners for service learning and engagement opportunities to broaden their leadership skills.

### **Connections for the Homeless uses a “Housing First” Model**

CFH’s programs are all based on a Housing First philosophy. The preponderance of evidence through academic research demonstrates that, without safe housing, a person cannot effectively address health, legal, or career needs. Research also demonstrates that those facing homelessness have the best chance of success in ending it if their housing needs are met first; this approach is known as “Housing First.” Housing First is widely recognized as an effective best practice and has been credited with contributing to the overall decline in homelessness over the last decade.

Because no community in the nation currently has enough affordable housing to move everyone who needs it into housing as soon as they become homeless, interim housing (shelter) is needed. The quality of interim housing is an important element of transitioning successfully into a permanent home. Individuals living on the streets face increasingly difficult situations over time and need stability, security for themselves and their belongings, as well as the privacy afforded by individual bedrooms and personal bathrooms, in order to transition. These basic services allow participants to regain their sense of dignity and self-worth, and attend to their mental and physical health, which ultimately pushes them toward independence and self-sufficiency.

Having a predictable home base for residents additionally increases CFH’s ability to implement the Housing First model. By not having to spend their days searching for a place to stash their belongings or to sleep at night, clients become easier to engage with regarding the work they need to do to get into housing. Additionally, because staff have ready access to residents when leases need to be signed, paperwork comes in, landlords have questions, etc., CFH can increase the likelihood of residents finding permanent, stable housing. Without the access that 24-hour shelter provides, case managers often cannot find their clients when it’s time for them to take action on housing solutions.

## **Connections for the Homeless Provides a Unique Service in Evanston**

Evanston has many people struggling with problems that are being addressed through Evanston's many human services agencies. Several of these agencies, besides CFH, provide housing and services to people who are struggling; however, most of these other agencies do not serve the same people that CFH does or provide the same services where we do overlap. For example:

- The McGaw YMCA in Evanston runs an excellent men's residence program, with 156 SRO units. Their program is different than CFH's in that it is not a shelter program, but a rental program. The residents at the YMCA pay for their rooms, with average rent ranging from \$138.00 to \$179.50 per week. This rent is typically higher than what someone staying at the Margarita Inn could afford. Additionally, the YMCA's program is not "low barrier" (see more on CFH's low-barrier approach above, and below). Men at the YMCA are not allowed to drink and may not be accepted if they have other barriers to standard market-rate housing such as mental illness, poor credit, or other perceived barriers to stability. Connections partners with the YMCA as a housing destination for Margarita Inn residents when a good fit can be made, and values the YMCAs contributions to providing housing options and resources in Evanston.
- Albany Care and Greenwood CARE are both residences for people with diagnosed mental illness and substance use disorders that receive payment via Medicaid. Their focus is not homelessness, nor do their services include helping people find other housing or the resources to increase their independence from the facilities.

CFH uniquely provides housing-focused shelter specifically for those who are experiencing a period of homelessness and seeks to make that period as short as possible. Given the lack of a similar provider in Evanston, this facility is greatly needed.

## **Operations at the Margarita Inn are designed to help those with the Most Need**

### **Entry into the Margarita Inn**

When a person experiencing homelessness is identified as a suitable participant for CFH's program at the Margarita Inn, they are added to a dynamically-managed wait list that averages 50 to 80 people at any given point. When space is available, CFH staff identify who on the waitlist is in greatest need, with priority given to women and children, seniors, and those with disabilities. Additionally, there are two rooms and four beds for young adults, 18 to 24 years old. This population primarily comprises young adults who have aged out of the foster care system or no longer have access to family support or resources.

Participants begin their residency at the Margarita by sitting down with their CFH case manager and reviewing the Margarita Inn Policies and Procedures ("Participant Handbook") (attached as Exhibit A-4). They cover rules about staying at the Margarita,

community expectations, and the code of conduct. Once the review is complete, participants sign a review and acceptance form to indicate their agreement. They are assigned a room. Once residents have secured housing at the Margarita Inn, CFH provides laundry, light housekeeping, and other services. Within the first week of entry, program participants review the handbook a second time with CFH staff and create short- and long-term housing, education, and employment goals. If the participant has income, they will also sit down and create a budget with the case manager. This effort is the start of the process to prepare the participant for successful long-term housing beyond the Margarita Inn. The average length of stay in the facility is eight months.

### **Staffing**

The facility is staffed with at least two CFH staff at all times. On-site CFH staff dedicated to serving participants at the Margarita Inn include: two full-time managers, a full-time operations manager, a full-time program manager, two full-time case managers, nine program operations staff, a full-time Certified Nursing Assistant, and a full-time Licensed Clinical Social Worker providing behavioral health therapy services. Staff of the current owners of the Margarita Inn provide maintenance and front desk coverage; CFH will take over these functions upon purchase. The Margarita is fully staffed to address participant needs, property maintenance, and case management, and will remain so if the building is purchased by CHF.

### **Food**

Food is not paid for by residents, nor is it “bundled” into the room rental price paid to the owner. Food is donated by community partners or purchased on behalf of the residents by CFH and provided free of charge to residents. Three meals are served daily. Prior to the COVID-19 pandemic, CFH’s long-time shelter facility, Hilda’s Place, had volunteer groups prepare daily meals and share them with participants. In the future, CFH would like to return to this model and open up mealtime to community members to prepare, serve, and eat with participants.

### **Resident Accountability and Rules within the Margarita Inn**

All participants residing in the Margarita Inn will be assigned a Case Manager and are required to engage in regular sessions with that Case Manager to identify, and work towards, a permanent housing solution. Connections has a progressive process in place to address behavioral issues, including failure to engage in regular case management, up to and including discharge from the program.

CFH requires all residents to follow rules related to the safety and well-being of all individuals. CFH uses an incremental process to address behaviors that negatively impact the community and/or violate the Margarita Inn’s rules, and employs verbal warnings, written learning agreements, suspension from Margarita for a period, and dismissal from the Margarita as consequences for failure to follow the rules as defined in the Participant Handbook.

CFH maintains a “zero tolerance” policy for the following behaviors when they occur on-site, either inside the Margarita Inn, or on the exterior property, and can be substantiated. Any incident involving these offenses results in the Participant’s immediate dismissal from the Margarita Inn:

1. Possession of a weapon, regardless of whether it is used;
2. Physical violence toward Connections Staff, Participants, and/or other individuals involved with its programs (i.e., staff, volunteers); or
3. Illegal and/or illicit activity including, but not limited to, drug dealing and sex work.

Non-prescription substances that are illicit/illegal are not allowed anywhere in the Margarita Inn, including in individual rooms, or on the property. While alcohol is allowed in the Margarita, it may only be consumed in the residents’ own room. At no time is open alcohol permitted in any common area or anywhere outside on the property.

### **Safety and Security**

According to best practices in homeless services, the Margarita Inn operates as a “low-barrier” program. Low-barrier shelters meet people where they are and provide person-centered care, treat residents with dignity and respect, and hold them accountable for following expectations and rules designed to keep the community safe. Applicants are eligible to reside in the Margarita as long as they participate in a comprehensive intake assessment and are evaluated as being able to live in the Margarita without causing harm to themselves or others and agree to follow the rules.

All applicants to the Margarita Inn are subject to background checks. People who are on record as sex offenders are not admitted. Because most residents come from other Connections programs, primarily Drop-In programs, we also review those incident reporting logs to identify any behavioral incidents that might indicate that an applicant is not able to live safely in a community setting. Findings from the background checks and a review of past incident reports are assessed on a case-by-case basis in the context of an extensive intake evaluation, and people are admitted based on a determination of their ability to live safely in the Margarita with other residents.

Connections staff members are always present in the Margarita Inn as dictated in Connections’ Margarita Inn Program Operations Manual (attached as Exhibit A-5), which defines night-time and day-time staffing levels, security roles, and staff responsibilities. All staff are trained in de-escalation and in evidenced-based practices for working with people with mental illness. The Margarita Inn has medical professionals on staff, including a Certified Nursing Assistant and a Licensed Clinical Social Worker on site, and a Registered Nurse providing clinical support.

All participants and visitors to the Margarita Inn must enter and exit the building through the designated main entrance. Because unauthorized entry and exit from the building create a serious security risk for everyone, repeated unauthorized entry and/or exit from any entrance other than the main entrance may result in dismissal from the Margarita.

For everyone's safety, a curfew is in effect daily as defined in the Participant Handbook.

Loitering and/or gathering outside the Margarita Inn are prohibited, and the public sidewalks and those leading to and from the building are kept clear for people to walk by.

According to best practices and to the extent possible, Connections maintains the confidentiality of all participants. We comply with police warrants requiring such disclosures, and we collaborate with police officers when well-being checks are needed. Police are admitted to the premises any time staff or participants call to request emergency service assistance, as well as any time a mandated reporter incident arises.

### **Connections for the Homeless Protocols for Handling Off-Site Incidents**

As described in more detail below, Connections staffs a street-outreach team that is available to respond to incidents regarding individuals experiencing homelessness in Evanston, particularly in the downtown Evanston, Davis Street and Chicago and Main Street areas. Street-outreach requests should be directed to Victor Ponce (email: [yponce@connect2home.org](mailto:yponce@connect2home.org), telephone: 847-475-7070 x201), Manager of Street Outreach and Drop-In, during regular business hours (M-F, 8:30 am to 4:00 pm). Outside of these hours, Trilogy's First Response Alternative Crisis Team (FACT) can be reached at 800FACT400 (800-322-4800). Connections works closely with Trilogy to provide continuity of care and case planning when participants known to both parties are involved in incidents.

CFH encourages those reaching out through either of these channels, to give a description of the individual(s) involved, the location and behavior observed, and, when possible, to provide a picture or video of the concerning behavior. If Connections receives the call and we know the individual(s) involved, we will discuss their behavior with them, including the impact on the community and possible legal consequences for them.

Connections is ready and eager to partner with the City of Evanston and other providers and funders to expand its outreach program. Possibilities include expanded hours and training and deployment of peer outreach workers (people with lived experience of homelessness), a well-established best practice in the provision of street outreach services.<sup>2</sup>

### **Connections for the Homeless Provides Street Outreach and Community Support**

In addition to providing services and lodging to the residents of the Margarita Inn, Connections provides a continuum of community services to help households experiencing homelessness or housing instability in Evanston and North Suburban Cook County. Connections' street outreach program and two daytime drop-in sites are the points of entry to services for many people who are currently living on the streets or other unsheltered environments. CFH's outreach team is trained

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<sup>2</sup> [https://www.usich.gov/resources/uploads/asset\\_library/Core-Components-of-Outreach-2019.pdf](https://www.usich.gov/resources/uploads/asset_library/Core-Components-of-Outreach-2019.pdf)

in best practices related to street outreach, de-escalation and mental illness and does both targeted outreach and regular canvassing in the area to engage people in the community who are experiencing homelessness.

Connections maintains two daytime drop-in sites in Evanston. Drop-in services are available Monday through Friday and include case management to identify shelter and long-term housing solutions, help obtaining IDs and other needed documents for housing, free physical and behavioral healthcare to meet people's immediate health needs, and access to showers, laundry, bathrooms, food, clothing, computers, and telephones.

Connections works in conjunction with other agencies to assist people in the community experiencing homelessness or a mental health crisis including Trilogy's First Response Alternative Crisis Team (FACT) program which provides 24-hour support and help, before, during and after a mental health event.

### **Connections for the Homeless is Committed to Workforce Development**

Despite the fact that 44% of people experiencing homeless are working, unemployment, underemployment, and lack of income are important contributing factors to homelessness.<sup>3</sup> So too, people experiencing homelessness face numerous barriers to overcoming their lack of employment.

Workforce development programs specifically geared toward people experiencing homelessness can be effective in reducing these barriers.<sup>4</sup> Connections is eager to partner with workforce development organizations and employers in the community to develop opportunities for individuals we serve to increase their income, well-being, and likelihood of maintaining stable housing through any of these employment modalities.

### **The Rooming House Designation is the Appropriate Use Category for the Margarita Inn**

Connections for the Homeless' operations at the Margarita Inn are most closely related to the Rooming House definition, in part, because the participants in the program are brought into the program not on an emergency basis, but for long-term support. The wait list is 50-80 people at any given point. The average participant stays at the facility for eight months. The Margarita Inn has been operating as a Rooming House for decades, and as such, conforms to the requirements set forth in the Property Maintenance Code, including the requirement for the operator to maintain clean quarters, linens, and water closets. Additionally, upon obtaining a room at the facility, the participant will sign an agreement which states that food is provided via donation. The fee for each room is received indirectly from Federal, State and County programs established to provide aide for low-income residents, as well as from private institutional and individual donors.

The Margarita Inn has a long history of providing housing solutions for the Evanston community. The Property was built in 1927, to provide workforce housing for women. At that time, the Property had mostly shared bathrooms except those reserved for "house mothers." In the 1960's, the Property was operated as a Single Room Occupancy facility for weekly rental. In 1974, the

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<sup>3</sup> <https://www.nationalhomeless.org/factsheets/Employment.pdf>

<sup>4</sup> <https://nationalinitiatives.issuelab.org/resources/16921/16921.pdf>

Zoning Board of Appeals approved a Special Use for a Rooming House and restaurant on the first floor. The Special Use permitted up to sixty-three roomers.

In 1980, the Evanston Zoning Board of Appeals approved a canopy with signage at the site. The property was remodeled to have entirely en-suite bathrooms in 2013, and as a result of remodeling, the property ceased to be open to the public for 2 months. The restaurant ceased operations in approximately 2013. The property continued to operate as a Rooming House, uninterrupted (for more than 6 months) through March 2020.

### **Good Neighbor Agreement**

Connections will participate in the development and ongoing maintenance of a Good Neighbor Agreement that establishes current policies and procedures to address concerns of neighbors in the vicinity of the Margarita Inn, including neighboring residents and businesses, the 4<sup>th</sup> ward's Council Member, the police, partner non-profits who serve participants, and participants themselves. The Good Neighbor Agreement will delineate roles and responsibilities for all parties to the Agreement.

The Good Neighbor Agreement will include a provision for regular community meetings, including all parties to the Agreement as well as any other stakeholders deemed appropriate by those parties.

### **Further Commitments of Connections**

Based upon 12 listening sessions that Connections conducted, spanning various constituencies such as neighbors, business owners, civic groups, church groups, Connections has developed a list of commitments it is willing to make in order to further demonstrate its dedication to being a good neighbor and operating the best facility possible:

- Conducting criminal background checks on all potential participants;
- Registered sex offenders are not admitted as participants;
- Providing access for police and other emergency personnel when called by participants or staff, or performing a well-being check;
- Mandatory reporting of any situation that endangers children to the proper authority (DCFS);
- Conducting immediate responses to incidents occurring on the property;
- Requiring participants to agree to comply with all program rules and Evanston laws;
- Maintaining a progressive behavioral management program (similar to a three strike program) including, and up to involuntary discharge of participants;
- Participants will not be allowed to congregate on sidewalk outside of the Margarita Inn;
- Required orientation for participants;
- 24-hour staffing – including a minimum of two staff present around the clock;

- Hiring staff who are trained in maintaining security and safety;
- Maintaining a manager/supervisor on call 24/7;
- Maintaining a robust supervisory structure and presence;
- Requiring participants to engage with housing case managers and proactively pursue a long-term housing plan;
- Maintaining on-site behavioral/mental and medical healthcare by licensed providers;
- Maintaining on-site enrichment services such as employment readiness, financial literacy, therapeutic groups, recreational activities, substance use disorder support;
- Maintaining on-site support for and linkage to treatment for alcohol and substance use disorders;
- Implementing external litter patrols twice per shift;
- Preserving building façade and maintaining exterior;
- Participation in Good Neighbor Agreement (GNA) and quarterly meetings with police, neighbors, residents (advisory council), and business owners; and
- Continuing to work with others as part of a community coalition to address homelessness and related issues, including panhandling, mental health, and affordable housing.

As we have established, and the City has determined, there is a significant need for a facility serving the homeless population in Evanston, the location of the Margarita is appropriate, CFH is the best operator, as evidenced by their experience in this field, and the extensive commitments CFH is prepared to make. Connections respectfully requests approval of a Special Use to operate a Rooming House at the Margarita Inn at 1506 Oak Ave.

## APPLICANT QUESTIONS

- a) **Is the requested special use one of the special uses specifically listed in the Zoning Ordinance? What section of the Zoning Ordinance lists your proposed use as an allowed special use in the zoning district in which the subject property lies? (See Zoning Analysis Review Sheet)**

The subject property is located in the R6 district. Evanston Staff (with affirmation from the Land Use Commission) has determined the proposed use to be “Rooming House” as per the definitions in §6-18-3. DEFINITIONS: “A building or portion thereof containing lodging rooms that accommodate more than three (3) persons who are not members of the keeper's family, and where lodging, excluding food service, is provided for compensation, whether direct or indirect. (Ord. 49-0-09)”. This interpretation is consistent with the prior use of the subject property as the Margarita Inn, and consistent with a prior Special Use authorized for the property in 1974. In §6-8-8-3 of the Evanston Zoning Ordinance, which lists the authorized special uses in the R6 District, “Rooming House” is identified. Given the foregoing, this criteria is met.

- b) **Will the requested special use interfere with or diminish the value of property in the neighborhood? Will it cause a negative cumulative effect on the neighborhood?**

The subject property and the surrounding neighborhood derive their values from their location within Evanston’s thriving and revitalized downtown with its convenience to shopping, services and transit. The proposal is for an adaptive reuse of an existing structure for a use that was previously approved for this location, with no increase in intensity of use. The proposed use is compatible with the adjacent residential and institutional uses and will not significantly alter the attributes of this downtown location. While there may be a perception that property values may be diminished by the proposed use due to its clientele, there is nothing about the proposal from a land use perspective, i.e. no appreciable increase in traffic, noise, odors, vibration, danger from fire, flood, explosion or hazardous materials, which would have a negative effect on values.

Applicant’s expert appraiser, Mary Linberger, MAI, (credentials attached as Exhibit A-2) concludes that the proposed Special Use for the Margarita Inn will not interfere with or diminish the value of property in the neighborhood.

This conclusion was reached by reviewing housing developments in several Chicago suburbs that serve vulnerable individuals. The most relevant of them are the Margarita Inn itself as well as the 65-room Write Inn at 211 North Oak Park Avenue in Oak Park. This vintage hotel is in a similar community to Evanston and is directly comparable to the Margarita in physical attributes and current operations. Both of these properties began offering supportive living services for homeless individuals in 2020.

A third property was also considered, the Claridge Apartments at 319 Dempster Street in Evanston. This vintage building opened in March 2002 as low-income housing for 48 individuals. It is in an affluent neighborhood primarily improved with large single-family homes.

Based on the Appraiser's analysis of sales over a ten-year period in the immediate vicinity of all three properties, she found that no evidence that any of them has had any negative impact on their surrounding neighborhoods.

CFH's proposed use at the subject property is an innovative and new concept in providing services and assistance to homeless populations. Historically, homeless shelters are required to function only a portion of the day, closing either during the day or during the night in order to satisfy local zoning and/or license requirements as a shelter. Operating as a rooming house by zoning definition allows Connections to provide interim shelter and services for a full 24-hour period. This allows for more comprehensive onsite services that include a secure place to store possessions, private bathrooms, meals, mental and physical healthcare, housing placement, and other services while residents are working toward a more permanent housing solution, and effectively reduces the number of homeless individuals who would otherwise be forced to inhabit public spaces in downtown Evanston.

The Applicant's planning consultant, George Kisiel, AIA, AICP, of Okrent Kisiel Associates, Inc. (credentials attached as Exhibit A-3) analyzed police incident data available from the Evanston Police Department Dashboard from 2017 to 2021. After filtering for traffic stop and directed patrol incidents along with incidents associated with the Evanston Police headquarters in the 900 block of Lake Street which were primarily administrative in nature, the data indicates that the Evanston Police Department responds to between  $\pm 35,000$  to 40,000 calls annually with around 14% of those calls (between 5,000 and 6,000 calls) located in Downtown Evanston. The 1500 Block of Oak Avenue in Downtown Evanston, where the proposed use is located, historically placed near the median of the  $\pm 70$  downtown blocks ranging generally between 65 and 90 incidents from 2017 to 2020. During the period of time from March of 2019 to March of 2020, there were 89 police incidents recorded on the 1500 Block of Oak Avenue. From March of 2020 to March of 2021 (the first year of operation for Connections at the Margarita Inn) the number of incidents increased by 36 to a total of 125 for that first one-year period. It is important to note that 27 of those 125 calls were for internal issues within the Margarita Inn, had no neighbor involvement, and had no appreciable effect on the surrounding neighborhood or on adjacent property owners. It should also be noted that the vast majority of incidents – from 2017 to 2020 and during Connections' operations at the Margarita Inn from 2020 to 2021 – were minor in nature with fewer than ten incidents in any one year being identified as Class 1 crimes by the Evanston Police Department. The modest increase in number of police calls to the 1500 Block of Oak Avenue – amounting to less than one additional call per week – and the relatively minor nature of the incidents prompting those calls, would not cause a cumulative negative impact on the neighborhood.

Given the foregoing, the proposed use will not cause a negative cumulative effect on the immediate neighborhood nor will it have a negative cumulative effect on the City as a whole.

**c) Will the requested special use be adequately served by public facilities and services?**

The proposed special use will occupy a relative modest existing 5-story ±27,440 square foot building with 44 lodging rooms and an occupancy of up to 70 persons including participants and staff. The property faces a two-way public street—one lane in each direction— with parking allowed on either side, in addition to an 18-foot alley at the rear of the site. Adjacent roadways and sidewalks are more than adequate to handle anticipated demand as are public sewer and water infrastructure. The proposed Special Use has been operating at this location on an emergency basis for 2.5 years during the COVID-19 global pandemic with no appreciable burden on public infrastructure.

As mentioned earlier, during the period from March of 2019 to March of 2020 there were 89 police incidents recorded on the 1500 Block of Oak Avenue, where the Margarita Inn is located. From March of 2020 to March of 2021 (the first year of operation for Connections at the Margarita Inn) the number of incidents increased by 36 to a total of 125 for that first one-year period. In the context of over 4,600 incidents in Downtown Evanston during that same 12-month period, an increase of 36 calls is insignificant and does not constitute an unreasonable burden on City Services. By the same measure, the additional 36 calls (assuming a similar number of calls going forward) can easily be handled by the existing resources of the Evanston Police Department; and therefore, the proposed Special Use can be adequately served by law enforcement services.

The Applicant's planning consultant, Okrent Kisiel Associates, Inc. analyzed Evanston Fire Department EMS data from 2018 to 2022 to ascertain the impact of the proposed special use on Fire Department resources. According to the data, the Evanston Fire Department responds to approximately 10,000 calls annually. The prior use of the Margarita Inn as a hotel generated very few EMS calls (less than five total from 2018 to 2020). EMS responses increased to 29 calls in the first year of operations by Connections at the Margarita Inn and 44 calls in its second year of operations. It should be noted that the largest generators of EMS calls are those that cater to more vulnerable segments of the population – particularly the elderly. As an example, Presbyterian Homes at 3200 Grant Street generates in excess of 250 EMS call annually. In the context of more than 10,000 EMS responses in Evanston, 29 to 44 additional calls does not constitute an unreasonable burden, and, as was the case with police resources, Evanston's EMS resources can adequately serve the needs of the proposed Special Use, assuming a similar call load going forward.

Finally, the demographics of the anticipated clientele will place little to no additional demand on Evanston Public Schools. The proposed use expects to house at most 2-3 children at any given time. Those children who do stay at the proposed location will continue to attend the school they have always attended. Given the foregoing, the subject can be adequately served by public facilities and services.

**d) Will the requested special use cause undue traffic congestion?**

No change in traffic is anticipated. Because the proposed use will provide *temporary* housing, it is impossible to say how many residents at any one time will have access to a car. Given the purpose of the use is to serve those experiencing homelessness, it is anticipated a very small percentage of residents will have automobiles.

As noted above, the proposed use will have a capacity of 70 clients with six to 10 on-site CFH staff over a 24-hour period. Ten on-site parking spaces are available. Very few of the anticipated clients will have access to automobiles and the proposed use is well served by nearby public transportation. The Davis Street CTA and Metra stops are less than 1,500 feet away. It should be further noted, that Connection's use of the Margarita Inn as a Rooming House is likely the least parking-intensive use of the property, as other feasible uses will generate more parking demand.

The number of employees will range from two to ten. Employee contribution to traffic congestion will be modest, given the nearby access to public transportation. The adjacent sidewalks are sufficiently wide to handle all anticipated pedestrian traffic. Therefore, additional burden on parking is not anticipated.

**e) Will the requested special use preserve significant historical and architectural resources?**

The facade of the building will be preserved and no exterior alterations are planned. Some landscaping and beautification are planned.

**f) Will the requested special use preserve significant natural and environmental features?**

All trees on site will be preserved, and additional landscaping improvement efforts are planned.

**g) Will the requested special use comply with all other applicable regulations of the district in which it is located and other applicable ordinances, except to the extent such regulations have been modified through the planned development process or the grant of a variation?**

Yes. The proposal contained herein complies with all applicable regulations of the R6 zoning district in which it is located. The proposed use is an adaptive reuse of an existing structure, built long before the current zoning ordinance was in effect. The existing structure, built in 1927, is legally non-conforming with respect to front and side yard setbacks, size, location and number of parking spaces, and the impervious surface

requirements of the current R6 zoning district. Nonetheless, in terms of allowable bulk, the existing structure is consistent with the provisions of the R6 zoning district.

The proposed use is allowed only as a special use in the R4, R4a, R5 and R6 zoning districts. All these are generally the higher density residential districts located near the downtown, commercial centers and transit lines. The R6 district is unique to the perimeter of the downtown area with excellent access to transit and other resources and an appropriate location for the proposed use from both a zoning and land use perspective.

In 1974, the City granted a special use for the very same “rooming house” use now under consideration. The parking variation granted as part of that special use expired when the City recently determined the site did not meet the current conditions for “rooming house”. As a consequence, the requirement of 26 parking spaces tied to the 1974 Special Use no longer applies. The site is now legally nonconforming because the 10 spaces currently on-site are closer to complying with the current zoning ordinance than what was originally required in 1927.

Evanston’s most recent Comprehensive Plan document was last drafted in 2000 and is, by its own admission, out of date. The City is currently in the process of updating both its Comprehensive Plan and its Strategic Plan beginning in Q2 2022. That said, Evanston’s 2000 Comprehensive Plan, while generally mute on issues relevant to the proposed use, references the City’s *HUD Consolidated Plans* for detailed discussion of policies regarding housing and homelessness. The most current document, the *2020 – 2024 HUD Consolidated Plan*, in its section on homelessness identifies significant challenges and needs within Evanston. The plan also identifies Connections for the Homeless as a key community organization. Other plans for the City of Evanston, including its *Strategic Update of the 1989 Plan for Downtown Evanston* drafted in 2009, are mute on the subject of homelessness.

In 2012 the City of Evanston drafted *Heading Home: Working to End Homelessness – A Five-Year Plan for the City of Evanston, II*. This document was the product of a year-long process culminating in the establishment of the Housing and Homelessness Commission (The responsibilities of the Housing & Homelessness Commission have since been divided between the Housing and Community Development Committee and the Social Services Committee) and a set of six recommendations:

- I. Establish a Housing and Homeless Commission
- II. Make Housing Affordable and Develop More Affordable Housing for Homeless People and Those At-Risk of Homelessness
- III. Coordinate the Community Response for Increased Capacity and Efficiency
- IV. Create More Job Opportunities and Vocational Training
- V. Target Existing Resources Toward Proven Strategies and Leverage Additional Funding
- VI. Educate and Reach Out to the Community About the Solutions to Homelessness

The proposed special use to create a permanent temporary housing facility in the form of a 24-hour rooming house for the homeless is consistent with the recommendations contained in that document.

Given the foregoing, the proposed use is consistent with the purposes and policies of Evanston's Comprehensive Plan and Zoning Ordinance as well as other relevant plans drafted by the City of Evanston.

**EXHIBIT A-1: ZONING ADMINISTRATOR'S RULING (Regarding Parking)**

## Noonan, Mike

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**From:** Melissa Klotz <mklotz@cityofevanston.org>  
**Sent:** Thursday, August 4, 2022 16:52  
**To:** Pugh, Donna J.  
**Cc:** Noonan, Mike; Guerry, Steven L.; Elizabeth Williams  
**Subject:** Re: Quick Question - Zoning Relief for Margarita Inn

**\*\* EXTERNAL EMAIL MESSAGE \*\***

Donna,

Following up on the parking:

The current required parking is 10 spaces. There is no additional requirement. However:

- The building was constructed in 1927 and at the time, the Zoning Ordinance did not require any parking.
- There was a parking requirement as part of the 1974 special use and parking variation ordinance (most likely because there was no previous parking requirement). This parking requirement was based off the Zoning Ordinance in effect at the time and triggered a parking requirement of 26 spaces (for both the rooming house and restaurant). 10 of the spaces were put on-site and the remainder were to be leased off-site. The ordinance specifically states that the parking variation expires if any listed condition is not met, which was determined to be the case per my Determination and the LUC Appeal cases. If the ordinance is expired and that use is not currently a valid use, that parking requirement for 26 spaces no longer applies.
- Since 10 parking spaces exist on site, which is closer to compliance with the current Zoning Ordinance that is in effect today than the zero spaces originally required, the 10 existing must remain and are considered to be the legally nonconforming parking requirement that now stands.
- In light of your special use request, you are strongly encouraged to meet the parking requirement of today's Zoning Ordinance, though not required. The current Zoning Ordinance lists 1 space is required for every 4 roomers. (The parking does not have to be used by the roomers - it can be used by staff, security, etc.). The 10 on-site spaces would count towards this. If you want 70 roomers total, that calculates to 18 spaces and you already have 10 so only 8 others would need to be leased. If you do not lease those 8, it DOES NOT trigger a parking variation, but consider the goodwill of meeting that parking requirement for what a new rooming house built today would trigger.

Within the current Zoning Ordinance, 6-16-1-2 exempts existing structures from meeting current parking requirements. 6-16-1-3 requires existing parking to be maintained and not reduce below the current ordinance requirement. Altogether, this is tricky - let me know if you have questions. Thank you for your patience while we worked through this; thank you to Planning Manager Liz Williams (CCed) who recently joined Evanston and helped figure out this difficult parking calculation today.

Thanks,

**Melissa Klotz**  
Zoning Administrator  
Morton Civic Center  
City of Evanston

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On Thu, Aug 4, 2022 at 1:38 PM Pugh, Donna J. <[DJPugh@foley.com](mailto:DJPugh@foley.com)> wrote:

Melissa:

Just checking in about your thoughts on the two issues below (whether we need a parking variation to eliminate the off-site requirement, and whether a maximum occupancy of 70 residents has any bearing on this decision).

Sure appreciate your help!

Donna J. Pugh

Partner

Foley & Lardner

321 North Clark Street

Suite 3000

Chicago, IL 60654-4765

312 832-4596

773 835-5603 (cell)

---

**From:** Noonan, Mike <[MNoonan@foley.com](mailto:MNoonan@foley.com)>

**Sent:** Wednesday, August 3, 2022 11:11

**To:** Melissa Klotz <[mklotz@cityofevanston.org](mailto:mklotz@cityofevanston.org)>

**Cc:** Pugh, Donna J. <[DJPugh@foley.com](mailto:DJPugh@foley.com)>; Guerry, Steven L. <[sguerry@foley.com](mailto:sguerry@foley.com)>; Elizabeth Williams <[ewilliams@cityofevanston.org](mailto:ewilliams@cityofevanston.org)>

**Subject:** RE: Quick Question - Zoning Relief for Margarita Inn

Thanks Melissa.

This is most helpful, and very good news!

Just to be clear, in your use determination, you noted that “If the Applicant so chooses, an accompanying parking variation request may be made to reduce or eliminate the off-site parking requirement.” Are we correctly understanding in your response below that this off-site requirement has lapsed, along with the 1974 Special Use? We do want to eliminate the off-site requirement, but if it is already gone, and a Variation is not needed to do so, all the better.

One other factor for you to be aware of: we plan to request a Special Use for a Rooming House for up to 70 residents, which is an increase over the 1974 limit of 63 residents. Are we still OK with providing the 10 spaces and not seeking a Variation **(but having the parking requirement be a condition of the Special Use)?**

**Mike Noonan**  
*Special Counsel*

Foley & Lardner LLP | Chicago, IL  
Phone 312.832.5119  
View My Bio | Visit Foley.com | [mnoonan@foley.com](mailto:mnoonan@foley.com)



**From:** Melissa Klotz <[mklotz@cityofevanston.org](mailto:mklotz@cityofevanston.org)>  
**Sent:** Wednesday, August 3, 2022 10:46  
**To:** Noonan, Mike <[MNoonan@foley.com](mailto:MNoonan@foley.com)>  
**Cc:** Pugh, Donna J. <[DJPugh@foley.com](mailto:DJPugh@foley.com)>; Guerry, Steven L. <[sguerry@foley.com](mailto:sguerry@foley.com)>; Elizabeth Williams <[ewilliams@cityofevanston.org](mailto:ewilliams@cityofevanston.org)>  
**Subject:** Re: Quick Question - Zoning Relief for Margarita Inn

**\*\* EXTERNAL EMAIL MESSAGE \*\***

Mike,

Yes, the determination of use zoning analysis counts as the noncompliant zoning analysis.

Parking - the parking that currently exists on-site is the legally nonconforming parking requirement. The parking variation that was granted in the 1974 special use/variation ordinance states the variation expires when the special use ceases since the extra off-site parking that was required was specific to the rooming house use. Since that ordinance has expired (as confirmed by the Land Use Commission), the off-site parking is not currently a requirement.

A change of use (in this case from hotel to rooming house) does not trigger a new parking requirement so it just remains legally nonconforming with the existing 10 spaces that are on-site. A variation request is not needed. However, any special use may include conditions for parking just like the previous rooming house special use did.

For comparison purposes only, if this building were newly constructed now and a current parking requirement did apply for a rooming house, the requirement would be 1 parking space for every 4 roomers.

For the new special use request, include extensive detail about operations. There will definitely be a focus on safety so have an extensive safety plan written out. Also explain the parking situation and true parking need so that you can explain whether the 10 on-site spaces are logistically enough or not for the operations of the building, and if they are not, then find off-site parking for employees etc. This doesn't trigger a parking variation - just the true needs of the use and how the special use would be conditioned.

Apologies if that was confusing - let me know if you have additional questions.

Thanks,

**Melissa Klotz**  
**Zoning Administrator**  
Morton Civic Center  
City of Evanston

2100 Ridge Ave. | Evanston, IL 60201 | 847-448-8153 | 224-223-3154

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On Mon, Aug 1, 2022 at 2:37 PM Noonan, Mike <[MNoonan@foley.com](mailto:MNoonan@foley.com)> wrote:

Melissa:

I hope you are well. As you know, Donna Pugh and I represent Connections for the Homeless in connection with zoning approvals for the Margarita Inn.

Once Connections reaches an agreement with current ownership regarding purchasing the building, it is our intent to file a Special Use application. However, we're exploring options regarding parking compliance, including the possibility of seeking a Major Variation to reduce the parking requirement. I had a few questions about this process:

- Am I correct that the attached use determination that we had received on March 17<sup>th</sup> will count as a "noncompliant zoning analysis" for this type of Major Variation, as well as for the Special Use we'll be seeking?
- Is there anything else besides the attached Major Variation application (and listed attachments) we'd need to submit?
- Am I correct that a Variation will be processed and heard along with a Special Use application?

Thanks!

**Mike Noonan**  
*Special Counsel*

**Foley & Lardner LLP**  
321 North Clark Street, Suite 3000, Chicago, IL 60654-4762  
Phone 312.832.5119  
View My Bio | Visit Foley.com | [mnoonan@foley.com](mailto:mnoonan@foley.com)



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**EXHIBIT A-2: CREDENTIALS OF APPRAISER MARY LINBERGER, MAI**

# **LINBERGER & COMPANY, LLC**

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## **REAL ESTATE APPRAISAL & CONSULTING SERVICES**

### **MARY LINBERGER, MAI - QUALIFICATIONS**

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#### **EDUCATION**

Ms. Linberger was an undergraduate student at LeMoyne College in Syracuse, New York, and a graduate student at the University of Chicago. She holds the MAI designation from the Appraisal Institute and is a certified general appraiser in Illinois. She is a member of Lambda Alpha, a national land economics fraternity.

#### **EXPERIENCE**

Ms. Linberger has been engaged in providing real estate appraisal and consulting services for over 30 years. She was initially employed by the Marling Group, a Chicago-based firm that provided appraisal and consulting services to an institutional clientele on a national basis. In 1985, she formed her own firm.

#### **AREAS OF SPECIALIZATION**

Ms. Linberger specializes in providing testimony and other litigation support in areas such as condemnation and zoning. She has extensive experience estimating the value impact of factors such as special uses, zoning changes, environmental contamination, encroachments, easements and parking losses.

Some of her recent assignments have included:

- Evaluating the value impact on a large commercial property of a zoning ordinance that would substantially reduce the size of its exterior signage;
- Evaluating the impact of a proposed bed and breakfast on the values of surrounding historic homes in a lakefront neighborhood;
- Evaluating the value impact of a road widening which results in an irreplaceable parking loss for a funeral home;
- Evaluating the impact on downtown businesses of converting their privately owned and operated parking to free, municipally owned and operated parking;
- Estimating the value impact on a lakefront home of an easement that would grant its neighbors lake access across its front yard; and
- Evaluating the value impact of soil contamination from an adjoining property on a vacant commercial building being marketed for redevelopment by a major retailer.

1017 RIDGE AVENUE  
EVANSTON, ILLINOIS 60202  
PHONE 312.968.1017  
EMAIL [mary@marylinberger.com](mailto:mary@marylinberger.com)

## **CLIENTS**

The following is a representative list of clients with whom she has worked:

### **Professional Firms**

Dykema Gosset  
Fidelity National Law Group  
Figliulo & Silverman, PC  
Helm & Wagner  
Karaganis White & Magel  
McGladry  
Neal & Leroy  
Polsinelli Shughart RSM  
Swanson, Martin & Bell  
Taft Stettinius & Hollister

### **Public Bodies**

Chicago Department of Aviation  
Chicago Public Building Commission  
Chicago Public Schools  
Chicago Transit Authority  
Illinois Department of Transportation  
University of Illinois

### **Municipalities**

City of Berwyn  
City of Chicago  
City of Elmhurst  
City of West Chicago

### **Lenders**

Bank of America

**EXHIBIT A-3: CREDENTIALS OF PLANNER GEORGE KISIEL, AIA, AICP**

**GEORGE V. KISIEL, AIA, AICP**

**PROFESSIONAL EXPERIENCE**

Okrent Kiesel Associates, Inc.

President 2015—Present

Okrent Associates, Inc. 1982—2015    Director of Planning/Vice President, 1987—2015

Project Planner, 1982—1987

**PROFESSIONAL LICENSES/CERTIFICATIONS**

Licensed Architect, State of Illinois #001-014612

Certified Planner, #013708

**ASSOCIATIONS/ORGANIZATIONS**

American Institute of Certified Planners

American Institute of Architects

American Planning Association

**EDUCATION**

University of Illinois, Chicago, Master of Urban Planning and Policy 2009

University of Illinois, Chicago, Bachelor of Architecture, 1989

**SELECTED PROJECT EXPERIENCE**

Urban Planning And Consulting

**Lake Meadows Master Plan**

Chicago, IL

Master Plan

70 Acres

**Cabrini Green Hope VI Redevelopment (pending)**

Chicago, IL

Master Plan

10 Acres

**SELECTED PROJECT EXPERIENCE**

Urban Planning And Consulting (continued)

**Prince Abdulaziz Bin Mousaed Economic City**

Ha'il, Saudi Arabia

Master Plan Consulting and Development Control Regulations

New City for 100,000 residents

**South Of Shamkha**

Abu Dhabi, UAE

Master Plan Consulting and Development Guidelines

New City for 130,000 residents

**City of Chicago Retail Study**

Chicago, IL

Analysis of Existing Retail Development

**Abu Dhabi Capital City District**

Abu Dhabi, UAE

Master Plan Consulting, Retail Demand Analysis, Development Guidelines for Emirati Neighborhood

New neighborhood for ±25,000 residents

**Emerald Gateway**

Abu Dhabi, UAE

Development Guidelines and Development Manual

88 Highrise Building Sites

**Rockwell Gardens Hope VI Redevelopment**

Chicago, IL

Master Plan

17 Acres

**Louis Armstrong New Orleans International Airport**

Kenner LA

Highest and Best Use Study: Master Plan for Redevelopment

1700 Acres

**SELECTED PROJECT EXPERIENCE**

Urban Planning And Consulting (continued)

**Mohammed Bin Zayed City**

Abu Dhabi, UAE

Development Guidelines Income Equalization Modeling and Development Manual  
298 Highrise Building Sites

**Windham Lakes Business Park Master Plan Studies**

Romeoville, IL

Master Plan Studies

500 Acres

**Northern Illinois Gas Co. Headquarters Master Plan**

Naperville, IL

Corporate Campus Master Plan

105 Acres

**West Loop Gate Master Plan**

Chicago, IL

Urban area master plan

450 Acres

**Illinois Medical District GIS Support/Master Plan**

Chicago, IL

Urban Medical District Master Plan and GIS

560 Acres

**Lake Calumet Airport**

Chicago, IL

Planning & Policy Studies: 3rd Airport

2000+ Acres

**O'hare International Airport**

Chicago, IL

Planning Studies for Collateral Development

3000+ Acres

## **SELECTED PROJECT EXPERIENCE**

Expert testimony: Administrative Review

### **Near North Multiple Property District**

Chicago Landmarks Proceeding: Defense against inclusion in historic district

9 E. Huron St

Chicago, IL

### **161 E. Erie St**

Chicago Landmarks Proceeding: Defense against individual landmark status

161 E Erie St

Chicago, IL

### **Acreage Holdings**

Special Use Proceeding: Adult Use Cannabis Dispensary

810 W. Randolph St.

Chicago, IL

### **MedMen LLC**

Special Use Proceeding: Adult Use Cannabis Dispensary

1001 W North Ave.

Chicago, IL

### **MOCA LLC**

Special Use Proceeding: Adult Use Cannabis Dispensary

216 W Ohio St.

Chicago, IL

### **61 East Banks (1320 N. Lake Shore Drive)**

Planned Development Proceeding: Mid-rise Residential

LAke Shore Drive at Banks St.

Winnetka, IL

### **One Winnetka**

Planned Development Proceeding: Mixed Use T.O.D.

Lincoln Ave. at Elm St.

Winnetka, IL

## SELECTED PROJECT EXPERIENCE

Expert testimony: Administrative Review (continued)

### **Roascrans Lakeview**

Special Use Proceeding: Group Home/Medical Offices  
Ashland Ave. at Waveland Ave.  
Chicago IL

### **Wolf Point**

Special Use Proceeding: High-rise Mixed Use Office/Residential  
Intersection of N. and W. Branch Chicago River  
Chicago IL

### **Mather Lifeways**

Planned Development/Historic Preservation Process: CCRC  
Hinman Ave. at Davis St.  
Evanston, IL

### **Church St. Plaza**

Planned Development Process: Mixed Use  
Church St. at Maple Ave  
Evanston, IL

### **Columbus Hospital Redevelopment**

Planned Development Process: High-rise Residential  
Lakeview Ave. at Deming Pl.  
Chicago, IL

### **Latin School Of Chicago**

Planned Development Process: School Addition  
North Ave. at Clark St.  
Chicago, IL

### **840 N. Lake Shore Drive**

Planned Development Process: High-rise Residential  
Lake Shore Dr. at Chicago Ave.  
Chicago, IL

**SELECTED PROJECT EXPERIENCE**

Expert testimony: Litigation

**City of Chicago vs. Eychaner**

Condemnation Trial: Highest & Best Use/Reasonable Probability of Re-zoning (pending)

Grand Ave. at Jefferson St.

Chicago, IL

**City of Chicago v. American National Bank et al**

Condemnation Trial: Highest & Best Use

Fullerton Ave. at Elston Ave.

Chicago, IL

**IDOT vs. Benderson**

Condemnation Trial: Highest & Best Use (pending)

IL Route 59

Naperville, IL

**IDOT vs. CTLT Trust (Anderson)**

Condemnation Trial: Highest & Best Use (pending)

IL Route 59

Naperville, IL

**IDOT vs. GreatBanc Trust (Petey's II)**

Condemnation Trial: Highest & Best Use (pending)

159th St. at LaGrange Rd.

Orland Park, IL

**Hanna vs. City of Chicago**

Arlington Demming/East Village Historic District Challenge (pending)

N. Winchester Ave., N. Wolcott Ave., N. Honore St., and N. Hermitage Ave.

Chicago, IL

**United States ex rel Albert C. Hanna vs. City of Chicago**

Qui Tam Trial: Affordable Housing (pending)

Chicago, IL

**SELECTED PROJECT EXPERIENCE**

Expert testimony: Litigation (continued)

**DWG v. LCDOT Saddlebrook Farms**

Condemnation Trial: Highest & Best Use  
Il Route 60 at Peterson Rd.  
Lake Co., IL

**LCDOT v. Chicago Title & Trust/Krilitch et al**

Condemnation Trial: Highest & Best Use  
Quentin Rd. near Rand Rd.  
Lake Co., IL

**City Of Chicago vs 2600 Sacramento Corporation**

Condemnation Trial: Highest & Best Use  
26th St at California Ave.  
Chicago, IL

**Village Of Woodridge vs Board Of Education, High School District 99**

Condemnation Trial: Highest and Best Use  
75th St. at Woodridge Dr.  
Woodridge, IL

**1350 Lake Shore Associates vs City Of Chicago**

Zoning Trial  
Lake Shore Drive at Scott St.  
Chicago, IL

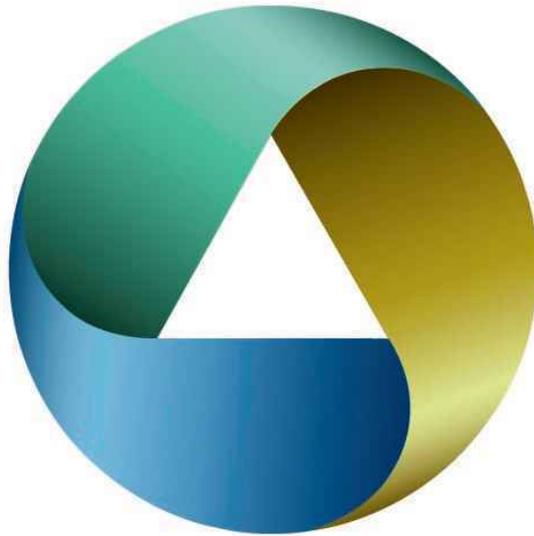
**Hanna vs City of Chicago**

Zoning Trial (SD19)  
N. Lincoln Ave.; W. North Ave.; N. Halsted st.; and W. Fullerton Ave.  
Chicago, IL

**Hanna vs City of Chicago**

Zoning Trial (Deming)  
W. Fullerton Ave; N Orchard St.; W. Deming Pll.; and N. Clark St.  
Chicago, IL

**EXHIBIT A-4: MARGARITA INN PARTICIPANT HANDBOOK**



**connections**  

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**FOR THE HOMELESS**

# **SHELTER PARTICIPANT HANDBOOK**

*Revised 01.15.2022*

# WELCOME

Welcome to Connections' Shelter program! At Connections, we recognize that safe and stable housing is the foundation from which we grow and reach our full potential. As we work to get you connected to a housing opportunity suited to your needs, we are happy to have you here at our Shelter.

By accepting you into our Shelter, Connections makes a commitment to shelter you until we are able to secure safe, stable housing for you. This is dependent on you actively working with our Staff to identify, plan, and execute your housing plan.

To help provide a safe and supportive environment for all Participants, we have put together this Shelter Resident Handbook to explain the services, expectations, and policies of our shelter program. Please read through this handbook thoroughly. You are responsible for being familiar with all our policies and procedures. If you have questions beyond the information provided to you in this Handbook, please speak with our Staff.

On behalf of everyone at Connections, welcome home!

Tina White  
*Director of Community Programs*

James Barnett  
*Community Programs Manager*

Andrew Seibert  
*Operations Manager*

Jeffrey Leach  
*Shelter Case Manager*

Maria Ynot  
*Shelter Case Manager*

Malik Muhammad  
*Shelter Operations Supervisor*



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## A. OUR PHILOSOPHY OF CARE

We work to end homelessness using a philosophy and approach that includes two evidenced-based practices:

- **Harm reduction** embraces respect, trust, and a nonjudgmental stance as essential components of an effective relationship. A harm reduction approach includes the following beliefs and practices:
  - Each individual is the expert in his/her own life
  - Individuals have the right to make their own choices
  - Any positive change is acknowledged and celebrated
  - Based in relationship building, honesty, and treating all people with dignity and respect
  - Emphasis on personal responsibility for behavior and separating behavior from the value of a person
  - Individuals have a voice in their care and treatment
  - Focus on reducing harm, not total abstinence from risky behavior, such as drug use
  
- **Trauma-Informed Care** is a strengths-based approach that is grounded in an understanding of, and responsiveness to, the impact of trauma and includes and emphasizes physical, emotional, and psychological safety and creates opportunities for individuals to rebuild a sense of control and heal from past traumas. A trauma-informed approach includes the following:
  - Realizes the widespread impact of trauma and understands potential paths towards recovery
  - Recognizes the signs and symptoms of trauma in individuals and families
  - Responds by fully integrating knowledge about trauma into policies, procedures, and practices
  - Seeks to actively resist re-traumatization

## **B. OUR CORE VALUES**

In support of our mission, we operate using the following Core Values to guide our interactions between participants, colleagues, and our community.

### **Equity and Inclusion**

- We acknowledge that privilege exists and intentionally promote equitable access to resources and representation in leadership and decision making.
- We design solutions with humility and intentionally include voices that have been historically and structurally excluded.

### **Community**

- We are more effective in community than in isolation.
- We build partnerships through authentic relationships.
- We value the expertise of all and use empathy and collaboration to fulfill our mission.

### **Transparency**

- We operate with integrity by being forthright, honest, and open with participants, staff, volunteers, supporters, and our community.
- We invite feedback in all relationships, commit to self-reflection and strive for continuous improvement.

### **Generosity of Spirit**

- We create spaces that are kind, non-judgmental and affirming of the entirety of every individual's experience.
- We believe that hope, growth, and healing take place in a safe, welcoming and respectful environment.

### **Resilience**

- We honor the courage, perseverance, and grit of those who deliver, receive and support our services.
- We believe individuals are defined by their strengths and they are experts in their own lives.
- We persevere through challenges and view setbacks as opportunities to redefine and refocus our work.

## C. VIOLATIONS OF THE SHELTER RULES

This Handbook outlines rules and policies that have been put in place for the safety and well-being of all individuals living and working in the Shelter. Unless otherwise stated in the Handbook, Connections uses an incremental process to address behaviors that negatively impact the community and/or violate the Shelter rules\*. This process provides Participants an opportunity to change their behavior and includes:

- **1<sup>st</sup> Incident:** Connections Staff will give a verbal warning to reiterate the rule or guideline that was not followed and let the Participant know what is expected moving forward.
- **2<sup>nd</sup> Incident:** Connections Staff will complete a written Learning Agreement that outlines what the issue is, what is expected of the Participant moving forward, how Staff will support the Participant, and the potential consequences of continuing the behavior. Staff will provide the Participant with a copy of the Agreement.
- **3<sup>rd</sup> Incident:** Participant will be suspended from the Shelter for 24 hours. Refusal to leave the Shelter will result in immediate dismissal.
- **4<sup>th</sup> Incident:** Participant will be dismissed from the Shelter.

\* **This includes a failure or refusal to engage and participate in a meaningful way in case management services in order to identify a permanent housing solution.** {Also see CASE MANAGEMENT}

## D. ZERO TOLERANCE BEHAVIORS

Connections has a “zero tolerance” policy for the following behaviors when they occur on-site, either inside the Shelter or on the exterior property, and can be substantiated. Any incident involving these offenses will result in the Participant’s immediate dismissal from the Shelter.

- 1) Possession of a weapon, regardless of whether it is used.
- 2) Physical violence toward Connections Staff, Participants, and/or other individuals involved with its programs (ie. hotel staff, volunteers).
- 3) Illegal and/or illicit activity including, but not limited to, drug dealing and sex work.

## E. ATTENDANCE

Attendance is tracked daily as you pick up your meals. While meals are not required, even if you don’t want meals, you should check in with Connections Staff at least once a day so that you can be marked as being present.

With a waitlist of more than 100 individuals in need of shelter, we expect that you are taking advantage of and utilizing the bed in the Shelter that has been made available to you. If you need to be absent for more than 48 hours (ie. visit family, work), you must notify Staff before leaving the Shelter. Unexcused absences of more than 72 hours may result in your dismissal from the Shelter.

## **F. ON-SITE STAFF**

Connections Staff are present in the Shelter at all times. Participants should address all concerns, issues, etc. with Connections Staff. If the issue needs to be escalated to the hotel staff (ie. Housekeeping, Maintenance), Connections Staff will handle doing so. {Also see TOILET PAPER + TOILETRIES.}

## **G. 911 CALLS**

Calling 911 should be limited strictly to life-threatening emergencies. For non-life-threatening medical needs, please contact Connections Staff to determine appropriate course of action. If the staff member determines an ambulance is necessary, one will be called. If it is determined that a non-emergency transport is more appropriate, Staff will help arrange for you to get to the hospital.

## **H. ALCOHOL + OTHER SUBSTANCES**

Alcohol is allowed in the Shelter, but may only be consumed in your room. At no time is open alcohol permitted in any common area, including the hallways, Courtyard, or anywhere outside on the shelter property. Non-prescription substances that are illicit/illegal are not allowed anywhere in the Shelter, including in individual rooms, or on the property.

## **I. BICYCLES**

Bicycles are not permitted inside the Shelter. All bicycles must be stored outside. Connections has provided a bike rack at the back of the Shelter and installed a security camera monitoring this area. Connections will provide each Participant with one (1) bike lock, if needed. *Neither Connections nor the Margarita Inn assume responsibility for lost or stolen bicycles.*

All bikes kept on the shelter property must be registered with Staff. Any unregistered bikes are subject to removal. Please see a Connections Staff member to register your bike.

## **J. BUILDING ACCESS**

All Participants must enter and exit the building through the Shelter's main front entrance. Use of the rear entrance, located on the 1<sup>st</sup> Floor, is strictly restricted to Participants with handicap accessibility needs who have received prior approval from Connections Management to use that entrance. Use of any of the marked emergency exit doors is strictly prohibited, except in the event of a fire alarm.

Participants are strictly prohibited from entering the Kitchen or rear balconies at any time. Participants are also not permitted to enter the Parlor, Library, or Rooftop without being accompanied by Connections Staff.

Because unauthorized entry and exit from the building creates a serious security risk for everyone, repeated unauthorized entry and/or exit from any entrance other than the main entrance may result in dismissal from the Shelter.

## K. CASE MANAGEMENT

The Case Management office is located on the 1<sup>st</sup> Floor in Room 107. All Participants residing in the Shelter will be assigned a Shelter Case Manager and will be transitioned from the Case Manager(s) who they were previously working with. All Participants of the Shelter program are required to engage in regular sessions with their assigned Case Manager to identify, and work towards, a permanent housing solution.

Shelter Case Managers are available to assist Participants from Monday through Friday during normal business hours. Accommodations can be made for Participants who are not able to meet with their Case Manager during regular business hours. If this is the case for you, let your Case Manager know so they can make arrangements to meet at a time that works for you.

## L. CHILD SUPERVISION

All Staff members at Connections are mandated reporters and are required by law to make a report of the following concerns:

- Suspected abuse or neglect of a child
- Suspected abuse or neglect of a senior, elderly person or an individual with a disability
- If we believe you or someone in your household could become a harm to yourself or others, we will help you get to the hospital for a psychiatric assessment and support you through this process

The Illinois state laws, which Connections abides by, around children being left unattended are:

- Children under the age of 12 cannot be left unattended.
- If a child under the age of 12 is left by their parent/guardian, they must be left with someone over the age of 15. Any caretaker over the age of 15 must be awake while caretaking.

Additionally, it is Connections' policy that **NO children (ages 17 and younger) may be left alone OVERNIGHT (11:00pm - 7:00am).**

If a child on the premises is put in a situation that jeopardizes his/her safety, Connections Staff are required by law to file a report with child protective services.

Because of the nature of staying in a hotel setting, where children can easily leave the room on their own and face threats to their safety, these guidelines must be followed at all times. **Leaving your child(ren) includes coming down to microwave food or going outside for a cigarette. Your child(ren) should be with you at all times or following the age guidelines above.**

It is also Connections' policy that children under age 12 are not permitted to wander around the Shelter unsupervised, this includes running "errands" within the hotel to get food, etc. Children of any age are not permitted in the Courtyard at any time without their parent/guardian present.

If you are having childcare issues or other challenges, please speak with your Case Manager.

## **M. CLOTHING CLOSET + HAIR CUTS**

Participants in the Shelter may sign up to visit Hilda's Place on Thursdays to access the Clothing Closet and/or get a haircut. Participants must sign up for an appointment in advance. Walk ups will not be accepted. Please see Connections Staff at the Shelter to schedule an appointment.

## **N. COMPUTERS + WIFI**

A computer for Participant use is located in the Lobby. Rules regarding its use are posted at the desk and will be enforced. The Shelter is equipped with WIFI. Connectivity to the network may vary throughout the building and is beyond the control of Connections.

Network: Margarita Guest    Passcode: Inn1566

## **O. COURTYARD**

Use of the Courtyard is a privilege. The Courtyard is intended to be used for short-term use, no longer than 15 minutes. Capacity limits for the space are posted on the door and are enforced at all times. Playing music, etc on phones/speakers is not allowed at any time. Food and beverages are not allowed in the Courtyard. All garbage is to be properly disposed of. Repeated violation of the Courtyard rules may result in suspension of access to this space and/or further disciplinary action.

## **P. CURFEW + QUIET HOURS**

For everyone's safety, a curfew will be in effect daily from 11:00pm – 5:00am. During this time, Participants may exit the Shelter at any time, however entry into the building is at the discretion of Connections Staff.

Quiet hours are in effect throughout the Shelter from 10:00pm – 8:00am daily. This applies inside the building, as well as in the Courtyard.

## **Q. ELEVATORS + STAIRS**

The Shelter is equipped with an elevator servicing all floors. Due to its limited size, no more than 2 individuals or 1 family may occupy the elevator at any time. Please use great care when using the elevator and do not force the doors and/or gate open. If you need instruction on how to operate the elevator, please contact a Connections Staff member.

Participants may only use the main stairwell for accessing their assigned floor. The North Stairs are only to be used in the event of an emergency. {Also see BUILDING ACCESS.}

## **R. FIRE ALARM**

In the event of a fire alarm, please proceed to the nearest stairs and exit the building. Do not use the elevator. Once outside, all Participants should gather across the street in front of The King Home (1555 Oak Ave). Connections Staff will let you know when it is safe to come back inside the Shelter.

## S. HOUSEKEEPING

Maintaining a clean living environment is essential for not only your own health and well-being, but that of everyone living and working in the Shelter. Each Participant is responsible for ensuring that his/her/their room is kept in a clean and sanitary condition.

Once a week, the Housekeeping staff will visit your room – please see the Housekeeping Schedule (Appendix 1). To ensure the care of the rooms and Shelter property, housekeeping is not an optional service.

At your assigned time, Connections Staff will come to your door and ask you to step out of the room while the Housekeeping staff complete the weekly cleaning. If you are not in your room at the assigned time, Housekeeping will still enter the room. Each week, Housekeeping will exchange bed linens and remake the bed(s), exchange bath towels, disinfect the bathroom, and vacuum the carpet.

In preparation for Housekeeping each week, Participants should not remove bed linens from the bed, but should remove all personal items from on and/or around the bed.

Participants should not remove bed linens from the bed. At no time are any Shelter linens, both bedding or bath, to be placed in the hallway or removed from the room. Shelter linens are not to be put in your laundry bag with clothes and sent out for cleaning. {Also see LAUNDRY.}

Please note that bed linens and towels will only be replaced once a week at your assigned time. If you have an urgent need for your linen to be replaced at any other time, please contact a Connections Staff member to make arrangements.

Connections staff also reserve the right to conduct room checks as needed to ensure that the room is in good condition and sanitary.

## T. ITEMS NOT ALLOWED IN THE SHELTER

For the health and safety of everyone living and working in the Shelter, the following items are expressly prohibited from being in the building. Having any of these items in your possession or in your room may result in dismissal from the Shelter. Connections Management reserves the right to determine that items, beyond the list below, are not permitted in the Shelter.

- Candles, Incense, and/or Sterno
- Gasoline, Lighter Fluid, and/or Other Accelerants
- Glitter
- Grills
- Hot Plates + Pressure Cookers
- Motor Oil
- Paint
- Propane
- Space Heater
- Weapons (including but not limited to: Guns\* and Knives with a blade longer than 3")

**\* The possession of a weapon will result in the immediate dismissal from the Shelter. Connections Management reserves the right to search a room at any time if there is cause to believe a weapon is present.**

## U. LAUNDRY

Laundry service is provided once a week. Your dirty laundry should be placed in the grey, numbered laundry bag you were assigned upon moving into the Shelter. Bags should be drawn tight and placed outside your door between 8:00p – 11:00p on the assigned night. Late laundry will not be accepted and must wait until the following week.

### 4<sup>th</sup> + 5<sup>th</sup> Floors

**Pick Up:** Sunday night | **Returned:** Tuesday afternoon

### 1<sup>st</sup>, 2<sup>nd</sup> + 3<sup>rd</sup> Floors

**Pick Up:** Tuesday night | **Returned:** Thursday afternoon

If you are not in your room when laundry is returned, Connections Staff will key into your room and leave the bag just inside your door.

At no time are hotel linens (towels, bedding, etc) to be sent with laundry or taken out of the building. Do not put these items in your laundry bag.

Neither Connections nor its laundry vendor are responsible for lost or damaged items.

## V. LOITERING + GATHERING OUTSIDE

Loitering and/or gathering outside the Shelter, in both the front or the rear, is prohibited. At all times, the public sidewalks and those leading to and from the building must be clear for people to walk by. {Also see SMOKING.}

## W. MAIL

If you receive your mail at Connections, it will be delivered to your room on Tuesdays, Thursdays, and Saturdays. If you are not present in your room at the time of delivery, the mail will be returned to the Operations Office (Rm 108) and you may pick it up at your convenience from Connections Staff. Mail will not be left under your door.

Participants are not to go to Connections' Main Office or Hilda's Place to pick up mail. Mail and/or packages are not to be mailed directly to the Shelter.

If you are not currently receiving your mail at Connections, but would like to, please see your Case Manager for further instruction.

## X. MASKS

To protect everyone's health and safety, and because we have individuals living and working in the Shelter who are at high risk, **we continue to require the wearing of face masks at all times by anyone over the age of 2 when you are outside your room. Absolutely no exceptions will be permitted. Bandanas, scarves, face wraps, and/or neck gaiters are not acceptable.**

**Masks are to be properly put on BEFORE you walk out of your room and BEFORE you walk into the Shelter from outside.** Masks must be on to run down the hall for ice or to throw away garbage.

If you lose your mask, please contact Connections Staff. Safeguard and take good care of your mask.

Repeated failure to comply with wearing your mask will result in dismissal from the Shelter.

## **Y. MEALS**

Connections partners with Volunteers and organizations throughout the city to provide you with three meals a day. Meals will be served on the 1<sup>st</sup> Floor during the following times:

Breakfast (8:30a – 10:00a)

Lunch (12:30p – 2:00p)

Dinner (5:45p – 7:15p)

After picking up your meal, you must return to your room to eat it. Meals may not be eaten in the common areas, including the Lobby, Courtyard, or hallways.

Still hungry? If you'd like an extra meal, you are welcome to check with Connections Staff to see if there are any leftover meals from the prior day available. To ensure that everyone has an opportunity to receive a meal, we are unable to provide you with an additional serving of the current day's meal.

Connections provides each Participant with a cup when he/she/they move into the Shelter, which can be brought to Dinner to receive lemonade with the meal. No other cups or containers may be used to receive the beverage.

## **Z. MICROWAVES + REFRIGERATORS**

All rooms are equipped with a refrigerator. Refrigerators are to be kept clean and food should be regularly thrown away to keep from spoiling and/or developing mold. Refrigerators are not to be moved or unplugged.

Microwaves are available 24/7 on the 1<sup>st</sup> and 2<sup>nd</sup> Floors. You must remain at the microwave while your food is cooking. If your food creates any mess inside the microwave, please clean it out. All trash and debris are to be cleaned off the countertop and properly disposed of. At no time are any metal objects (ie. coffee travel mugs, aluminum foil containers) to be placed inside the microwave.

## **AA. PARKING**

Connections and the Margarita Inn are unable to provide on-site parking for Participants who have vehicles. Street parking is available on the surrounding streets. Please pay close attention to parking restrictions, including time limits and street sweeping. Participants are solely responsible for any parking tickets they received while staying at the Shelter; Connections will not pay for tickets.

## **BB. PERSONAL PROPERTY**

Participants are responsible for the safe storage of their own personal property. Neither Connections nor the Margarita Inn accept responsibility for lost, stolen, or damaged personal property. If a Participant believes their personal property has been stolen, he/she/they should inform Connections Staff. Connections will not search rooms for allegedly stolen property unless a Connections Staff member witnessed the theft or it was captured on a security camera. In such instances, Participants will be redirected to file a police report for the property.

**Connections strongly discourages the loaning and borrowing of money and/or property between Participants.** Participants are not to solicit Staff members.

## **CC. PEST CONTROL (Ants, Bed Bugs, etc.)**

Please review the Connections' Pest Policy at the end of this handbook (Appendix 2).

## **DD. PETS**

Animals of any kind are strictly prohibited from the Shelter, unless authorized in writing by Connections Management before the Participant moves into the Shelter.

## **EE. PHOTO DIRECTORY**

In lieu of issuing ID Badges to Participants, all adult Participants residing in the Shelter will have a headshot taken upon moving into the Shelter so that Connections can maintain a photo directory of Participants. Photos will not be used or shared publicly in any way. Photos must clearly show each Participant's face – sunglasses, hats, etc must be removed.

## **FF. ROOM INSPECTIONS**

Connections Staff will routinely enter Participant rooms, typically in conjunction with scheduled housekeeping, to visually inspect the cleanliness of the room, condition of the furniture, etc. Connections Management reserves the right to enter a room at any time if there is believed to be a health or safety issue within the room.

## **GG. SMOKING**

Smoking is not allowed inside of the Shelter **at any time**. Smoking inside the Shelter and/or tampering with or disabling smoke detectors can lead to immediate dismissal from the Shelter.

Smoking is permitted 24/7 in the Courtyard, which can be accessed near the main entrance. Participants smoking in the Courtyard must remain 15' front the doors and at least 6' from any other individuals in the Courtyard. Repeated failure to social distance while in the Courtyard will result in a Participant's loss of access to this area. All cigarette butts are to be properly disposed of in the provided receptacles. {Also see COURTYARD.}

Participants are not permitted to smoke anywhere else on the Shelter property, including in front, behind or along the side of the building.

## **HH. TOILET PAPER + TOILETRIES**

Participants will be supplied with toilet paper, if needed, as part of the weekly housekeeping. If toilet paper is needed at another point during the week, please contact the Connections Staff.

Connections maintains a stock of toiletry items (ie. deodorant, toothpaste) and is happy to provide participants with toiletries, when available. Please understand that we may not always have every item available and that we may limit the quantity of an item to ensure that we have enough for all Participants in the Shelter.

## **II. TRASH**

Participants are expected to remove trash from their room frequently, particularly leftover food and food containers. This is essential to maintaining a clean and healthy environment for everyone in the Shelter. It is also critical in helping to reduce the presence of pest, such as ants.

Participants will be provided trash bags by the Connections Staff. Large trash bins are located on each floor near the elevator. Participants should bag their room trash and then place their individual bag of trash in the trash bin. Connections Staff will routinely empty the large bins.

At no time are bags of trash to be placed in the hallway. If the large trash bin is full, please contact the Connections Staff so that it can be emptied.

## **JJ. VISITING OTHER ROOMS/PARTICIPANTS**

Participants are not to be in any Participant's room other than their own at any time or on a different floor (other than common areas) from their assigned room. Repeated violation of this rule will result in dismissal from the Shelter.

Participants not residing in the Congregate Room are prohibited from entering the Congregate Room and/or Room 106 at any time.

## **KK. VISITORS + OUTSIDE SERVICE PROVIDERS**

**There will be no visitors or guests allowed at any time in the Shelter.** This includes children, grandchildren, and/or partners who are not determined to be a part of the Participant's household at the time of moving into the Shelter.

The only exception to this rule is in the case of a child custody change. In the event that there is a custody change and you are now in custody of your child(ren), you must speak to a Case Manager at least 48 hours before bringing your child(ren) to the Shelter. Any change to the number of occupants in a room must be approved in advance by Connections Management.

Participants who have caretakers or other outside service providers (i.e. in-home health aide) who need to enter the Shelter must receive approval from Connections Management at least 24 hours in advance.

## APPENDIX 1: HOUSEKEEPING SCHEDULE

Each room has been assigned a 45-minute time frame during which the housekeeping will occur each week.

The actual cleaning is anticipated to take 15-20 minutes, during which time you will need to exit your room.

TUESDAY			THURSDAY			FRIDAY		
414	9:15 A	10:00 A	506	9:15 A	10:00 A	314	9:15 A	10:00 A
411	9:15 A	10:00 A	504	9:15 A	10:00 A	313	9:15 A	10:00 A
412	9:30 A	10:15 A	503	9:30 A	10:15 A	312	9:30 A	10:15 A
409	9:30 A	10:15 A	502	9:30 A	10:15 A	311	9:30 A	10:15 A
410	9:45 A	10:30 A	501	9:45 A	10:30 A	310	9:45 A	10:30 A
407	9:45 A	10:30 A	500	9:45 A	10:30 A	309	9:45 A	10:30 A
408	10:00 A	10:45 A				308	10:00 A	10:45 A
405	10:00 A	10:45 A	213	10:00 A	10:45 A	307	10:00 A	10:45 A
406	10:15 A	11:00 A	212	10:15 A	11:00 A	306	10:15 A	11:00 A
404	10:15 A	11:00 A	211	10:15 A	11:00 A	305	10:15 A	11:00 A
403	10:30 A	11:15 A	210	10:30 A	11:15 A	304	10:30 A	11:15 A
402	10:30 A	11:15 A	208	10:30 A	11:15 A	303	10:30 A	11:15 A
401	10:45 A	11:30 A				302	10:45 A	11:30 A
400	10:45 A	11:30 A	105	10:45 A	11:30 A	301	10:45 A	11:30 A
			Cong	11:00 AM	11:45 AM	300	11:00 AM	11:45 AM

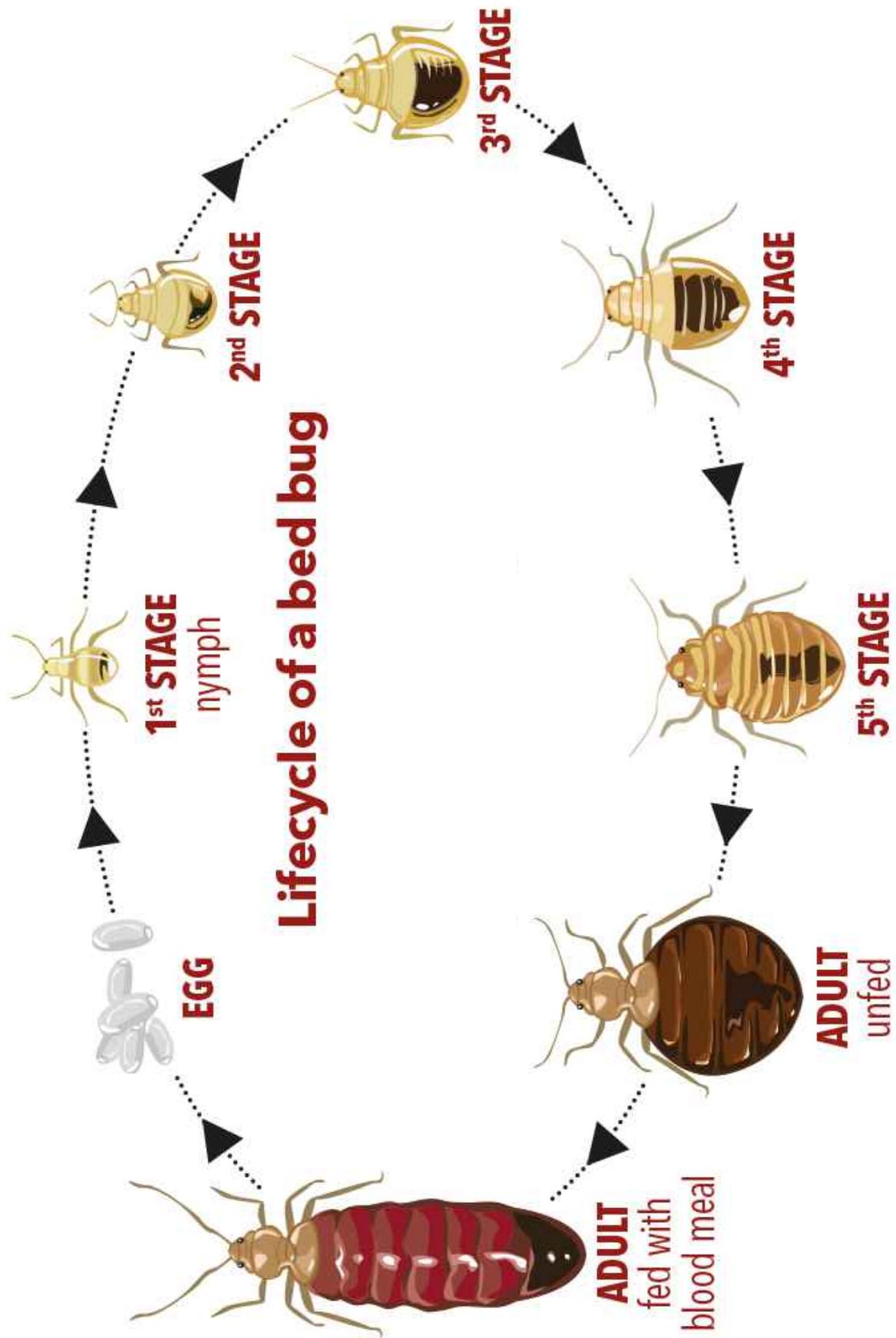
## APPENDIX 2: PEST POLICY

### Shelter Pest Policy + Guidelines

All Participants in Connections' Shelter are expected to follow the guidelines below as a condition of their stay in the Shelter. Failure to comply may result in dismissal from the Shelter.

- **Any indication of pests in your room is to be immediately reported to Connections Staff.** This includes, but is not limited to, bed bugs and/or ants.
- **Do not spray anything on the pests.** Connections Staff will use approved treatment products and/or methods once made aware of the pests.
- **Connections Staff will access your room weekly per the housekeeping schedule posted in each room.** During these visits, Staff will monitor for any pest issues and/or housekeeping issues that could lead to a pest problem developing in the room.
- **Regarding bed bugs:**
  - **When changing your sheets weekly, you should inspect the outer perimeter of the mattress encasement (cover),** both on the top and bottom of the mattress. *Do not open or remove the encasement at any time.* Look for castings, feces, and/or blood stains.
  - **Not everyone reacts to bites** (less than 50% of those bitten), so “no bites” doesn’t necessarily mean “no bugs.”
  - **Do NOT use bed bug sprays you can buy at the store.** Research does not recommend this. They just leave toxins in your room, send the bugs “hiding” for a bit, and then help them return even stronger which makes expert extermination even more difficult.
  - **Refer to the backside of this document for a diagram of the growth stage of a bed bug.** Note that they can look different over the course of their life cycle.

*See following page for diagram of what bed bugs look like.*



## **APPENDIX 3: INCLUSION POLICY FOR PARTICIPANTS**

### **Inclusion Policy for Participants**

**You belong here! You deserve to be included and served with respect! Connections for the Homeless promises to serve all Participants fairly, and without discrimination based on any of these things:**

- Your gender, gender status or gender expression
- If you're LGBTQI+
- Your race, color, tribe or ethnicity
- Your immigration, refugee or citizenship status or what country you're from
- Your income or lack of income, or source of income
- How well you read, write or speak English
- Your job status
- Your education level
- Your marital, family or partnership status
- Your religion or non-religion or personal philosophy
- Your health or mental health status
- Your physical, developmental, intellectual or emotional ability
- If you have HIV or AIDS
- If you have alcohol or drug use or addiction, or other addictions
- Your legal history
- Your veteran or military discharge status
- Your participation in the street economy
- Whether or not you follow a doctor's or therapist's medical or treatment suggestions
- Your body size
- Your age

**This means when we assess your service needs and match you to programs you're eligible for, we will make decisions and provide care and services fairly and with respect.**

**These are some of the ways we do this:**

1. We do not allow any speech, language, or behavior that is hateful or abusive for anyone who might come into our spaces. If you feel other Participants or Staff have mistreated you or made you feel bad or unsafe because of your identity, please let Staff know right away.
2. If you are transgender, genderqueer or gender non-conforming in your identity or experience, you can choose whether or not to discuss this with Staff or others. Your gender self-identity will be respected, regardless of whether you express that identity in a way others might expect. It won't matter whether you have chosen medical interventions, or changed your gender marker on your IDs. What matters is how you

identify. Staff will use your chosen name and pronouns and protect your privacy. You can work with Staff to decide what is safest for you in gendered spaces.

3. We don't need to know your immigration, refugee or citizenship status. We will not work together with ICE or any other law enforcement people, or even let them know we are serving you, unless they present an arrest warrant that is signed by a judge and names you.
4. We have these things to help you communicate with us if you need them:
  - a. TDD/TTY access
  - b. Large print forms and policies- available upon request
  - c. Language translation service
5. If you find it hard to read or write, Staff will read forms and other written things to you, or help you write on forms. We try hard to make our forms and writing easy to read and understand.
6. If you have mobility difficulties, Staff will help you decide which buildings are most accessible for you. We will send an Outreach worker as soon as possible to a mutually agreed upon location if needed.
7. Your family is your family, no matter what the ages and genders of the family members are. It's up to you to tell us who's in it, and you can stay together in the same program regardless if you're legally married, and no matter what your sexual or romantic orientation is, as long as space and housing stock make it possible to accommodate you safely.
8. You can have whatever religion or personal philosophy you want, and we don't expect you to go along with any religious activity while you're with us.
9. We really value diversity and want you to be feel safe expressing and celebrating your own culture!
10. Our programs might have rules that you can't drink alcohol or use illegal drugs on-site, but as long as you are behaving respectfully and being safe, it's your business about what you use off-site and whether or not you are intoxicated when you come to us. We do not do drug testing or keep people out because of drinking or using outside program spaces.
11. You don't need to tell us if you have HIV or AIDS, but if you do, we will protect your privacy, and it might help us find you housing faster.
12. If you feel you have been excluded or discriminated against because of your identity as listed above, you can file a complaint with Connections for the Homeless. The complaint process is below.
13. We hold everyone accountable to the same standards of inclusion and non-discrimination and anticipate that you will extend the same inclusive and non-discriminatory attitudes and behaviors toward other Participants, Connections for the Homeless agency program Staff, and program Volunteers.

### **Discrimination Complaint Process:**

**Step 1:** As soon as possible after the discrimination happens, contact the Program Manager by filling out the Discrimination Complaint Form. Your worker will get you the form, and help you get the completed form to the Program Manager.

**Step 2:** The Program Manager will take up to 30 days to investigate your complaint by reviewing documents and talking to people who might know about the complaint. They will make a decision, and then will communicate the decision to you and others in 30 days after that.

**Step 3:** If you feel the Program Manager made the wrong decision, you may appeal the decision made by the Program Manager with their Supervisor. The grievance will be reviewed again and within 30 days you will be informed of the decision. This decision is final.

Discrimination complaints can also be directed to the Department of Housing and Urban Development: Chicago Regional Office: (800) 765-9372; or online at: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint)

### **Inclusion / Non-discrimination policies:**

**Discrimination:** Suburban Cook County Coordinated Entry (Entry Point) and its agencies do not discriminate in the course of assessment, matching, and referral for housing and other services on the sole basis of anyone's:

- gender, gender status or gender expression
- sexual identity or orientation
- race or color
- tribal identity or ethnicity
- immigrant or citizenship status or nationality
- income or lack of income, or source of income
- English language literacy or proficiency
- employment status
- marital, familial or partnership status
- education level
- religion or non-religion or personal philosophy
- health or mental health status
- physical, developmental, intellectual or emotional ability
- HIV serostatus
- alcohol or drug use or addiction, or other addictions
- veteran or military discharge status
- participation in the street economy
- adherence or non-adherence to medical or treatment recommendations
- physical size
- age
- alcohol or drug use or addiction, or other addictions
- veteran or military discharge status
- participation in the street economy
- adherence or non-adherence to medical or treatment recommendations
- physical size
- age

- legal history<sup>1</sup>

We seek to serve those who have been marginalized or previously rendered service-ineligible for these or any other reasons. Therefore, we do not tolerate any speech, language, or behavior that is abusive or demoralizing to anyone who might participate in our services. We expect staff, interns, and volunteers to be vigilant in enforcing this standard.

Some programs may be required to prioritize enrollment based on regulations imposed by their funding sources and/or state or federal law. For example, a HOPWA-funded project might be required to serve only participants who have HIV/AIDS. Some programs are dedicated to veterans, youth, or survivors of domestic violence, etc. All such programs will avoid discrimination to the maximum extent allowed by their funding sources and their authorizing legislation.

All aspects of Entry Point will comply with all Federal, State, and local Fair Housing laws and regulations. Participants will not be “steered” toward any particular housing facility or neighborhood based on their race, color, national origin, religion, sex or gender identity, sexual orientation, disability, or the presence of children.

The Entry Point Lead Agency conducts quarterly rotating training of staff on Coordinated Entry basic training, this Anti-Discrimination Policy and procedures, and on a wide array of cultural competency topics.

This Inclusion and Non-Discrimination policy pertains specifically to the client assessment, matching and referral processes, but it is assumed that each agency maintains an Inclusion and Non-Discrimination policy regarding their services and programs that substantially and materially echoes this policy, and this policy is not intended to circumvent or exempt an agency’s own policies.

**Discrimination Complaint Process:** Participants will be shown / read the Inclusion and Non-Discrimination policy as part of the standard assessment, and will sign to indicate that they have had it presented. The policy will also be posted in a visible location at all access points. The policy page will inform participants of their right to file a verbal or written Discrimination Complaint, and will contain all information needed to file the complaint.

When a Discrimination Complaint about the Entry Point process is received in verbal or written form, the Entry Point Lead Agency will complete an investigation of the complaint within 30 calendar days by attempting to contact and interview a reasonable number of persons who are likely to have relevant knowledge about the circumstances surrounding the complaint, and by collecting any documents that are likely to be relevant to the investigation. If a complaint is determined to pertain to matters outside the realm of assessment, prioritization, matching

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<sup>1</sup> In the case that a client presents at an access point who is the subject of a Protective Order held by another client also being served at that access point, Entry Point will prioritize right of service at that location to the client holding the order. The client prohibited from proximity or contact will be referred to another Entry Point access point for assessment and/or service. If, during the course of housing matching and referral, it comes to the attention of the Entry Point Lead Team that a client has experienced abuse by their partner who would otherwise be housed together with them, the wishes of the abuse survivor regarding cohabitation will be honored. If a perpetrator of abuse cannot then be housed with their partner, they will be housed separately as an individual.

and/or referral, but is related to housing, shelter or other services of a particular agency or program, or involved complaint of mistreatment or discriminatory behavior between clients, grievances will be directed back to the appropriate agency for resolution. Within 30 days after concluding the investigation, the Entry Point Lead Agency will write a report of the investigation's findings, including a proposed decision about whether inappropriate discrimination occurred, and any action(s) recommended to prevent discrimination from occurring in the future. The findings of the investigation will be shared with the Entry Point Committee at the next scheduled meeting to finalize the decision, and will thereafter be shared with the client as soon as practicable. If necessary, the Entry Point Lead Agency may recommend that the client be re-assessed or re-prioritized for housing or services. The report will be retained on file at the Alliance to End Homelessness in Suburban Cook County (Alliance) for two years. If the complainant or other parties continue to dispute the conclusion of the investigation and wish to appeal the decision, they may file an appeal through the Alliance with the Entry Point Committee within 30 calendar days after notice of the Entry Point Lead Team's determination. The Entry Point Committee will address the complaint appeal within 30 calendar days of its receipt by reviewing all relevant materials, notes and reports from the Entry Point Lead Team's investigation, and within 30 calendar days, will notify all parties of their disposition, which will be considered final.

Discrimination complaints can also be directed to the Department of Housing and Urban Development: Chicago Regional Office: (800) 765-9372; or online at: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint)

**Equal Access and Inclusion Regardless of Family Composition:** Clients' designation of their familial relationships will be honored and respected, regardless of marital status, gender identity or expression, sexual or romantic orientation, age, disability, proof of legal guardianship, or any other feature of identity or circumstance. Family members will not be denied access or separated based upon these reasons, and will be accommodated together, when possible, within space limits of available shelter or housing stock.

**Equal Access and Inclusion of Transgender ("trans\*") and Gender Non-conforming Clients:** In accordance with federal guidelines and pursuant to standard best practices, we recognize that trans\* and gender non-conforming clients are among the most vulnerable who will enter our service spaces and programs. We respect the gender self-identification of all of our clients, use people's preferred names and pronouns, and invite trans\* clients to consider and indicate what would be the safest arrangement for them for sleeping quarters and bathroom use. We do not consider gender markers on people's IDs, people's appearance, the gender assigned to someone at birth, or anything other than or over the person's self-identity. (In other words, regardless of how a client's gender features are read by staff or others or what her ID might say, if the client identifies as female, she may use the women's bathroom and shower and sleep in the women's section if she feels that is safest for her.) We do not ask intrusive questions about a clients' anatomy or medical business, or seek "proof" of anyone's gender status, and do not allow gossip or speculation about these things. We do not single out trans\* clients for different treatment, but consider their comfort and safety to be paramount above the comfort level of cisgender (non-trans) clients, staff and volunteers. If a client feels more privacy is needed, we discreetly provide individual private shower or bathroom time for the client as much as possible. We do not, however, prescribe or demand more privacy or modesty from trans\* clients than from their cisgender peers.

**Access for people with disabilities:** Appropriate auxiliary aids and services will be available for individuals with disabilities to ensure effective communication. The Suburban Cook Call Center has a TDD number, and each agency will utilize a TDD service as necessary to serve people who are Deaf or hard of hearing. Large type (and ability to enlarge text) versions of documents will be made available for people with visual impairments. Picture communication cards are available for those who are non-verbal. Staff will offer to assist clients in reading any forms, policies or written correspondence, and will offer to write on forms as needed.

Entry Point will ensure that individuals with disabilities, including individuals who use wheelchairs are able to access the Entry Point Assessment process by providing ADA accessible Access Points or arranging reasonable accommodations for mobility-impaired individuals such as assigning a Street Outreach worker or Housing Navigator to provide mobile assessment services. Marketing materials will clearly convey ADA accessible Access Points and processes.

**Access for clients with limited English language literacy or proficiency:** Forms and policies are to be made available in Spanish. Translation services are secured when needed to communicate with anyone whose primary language cannot be engaged by staff. Entry Point will take reasonable steps to offer process materials and participant instructions in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency. Staff will offer to assist clients in reading any forms, policies or written correspondence, and will offer to write on forms as needed. The Inclusion and Non-Discrimination Policy and all other important policies and forms will be screened for literacy level using widely accepted best practices.

**Cultural and Linguistic Competence:** Staff use identity language chosen by clients, and do not select identity descriptors for clients during assessment. Assessments use culturally and linguistically competent questions for all persons that reduce cultural or linguistic barriers to housing and services for special populations, including LGBTQI people and families, youth, immigrants or refugees, devotees of minority religions, etc.

## **APPENDIX 4: GRIEVANCE POLICY, PROCEDURE + FORM**

### **Grievance Policy + Procedure**

A Grievance can be filed at any time if a Participant feels that they have been treated unfairly or would like to communicate a concern they have with Connections Staff or procedures. The procedure for submitting a Grievance is as follows:

- When a Participant would like to make a Grievance, it is asked that they complete it on the attached Grievance Form.
- The grievance can be given directly to a Case Manager or can be given to the Supervisor of whoever the Grievance is regarding. The Participant will be contacted regarding the grievance within 48 hours. If a Participant needs assistance writing the Grievance, Connections Staff can connect you with assistance.
- The Participant will be contacted with the outcome of the Grievance and any result of the Grievance will be communicated to the Participant. In some cases, there are confidential outcomes of a Grievance that cannot be shared and the Participant will be made aware of this.
- The Participant has the right to appeal the decision of a Grievance if they believe it was unfair and the Grievance will be passed to the next level manager.

*For discrimination matters, please see the Inclusion Policy.*



**Were there any other witnesses? (If so, how can we reach them?)**

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**What are you hoping will happen as a result of filing a complaint?**

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**If you feel that you have been discriminated against at Connections for the Homeless, please specify how you were discriminated against:**

- |  |   |
|--|---|
| <input type="checkbox"/> My gender, gender status or gender expression                               | <input type="checkbox"/> My physical, developmental, intellectual, or emotional ability |
| <input type="checkbox"/> Being LGBTQI+   | <input type="checkbox"/> My alcohol or drug use or addiction, or other addictions       |
| <input type="checkbox"/> My race, color, tribe, or ethnicity   | <input type="checkbox"/> My legal history   |
| <input type="checkbox"/> My immigration, refugee or citizenship status or nationality                | <input type="checkbox"/> My veteran or military discharge status                        |
| <input type="checkbox"/> My income or lack of income, or source of income                            | <input type="checkbox"/> My body size   |
| <input type="checkbox"/> My not following a doctor's or therapist's medical or treatment suggestions | <input type="checkbox"/> My participation in the street economy                         |
| <input type="checkbox"/> How well I read, write, or speak English                                    | <input type="checkbox"/> My religion or personal philosophy                             |
| <input type="checkbox"/> My job status or education level  | <input type="checkbox"/> My health or mental health status, or having HIV or AIDS       |
| <input type="checkbox"/> My marital, family or partnership status                                    | <input type="checkbox"/> My age   |

**I promise that everything I have said is true to the best of my memory:**

\_\_\_\_\_ Participant Name (Print)      \_\_\_\_\_ Participant Signature      \_\_\_\_\_ Date

**FOR PROGRAM USE ONLY**

Date complaint received: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Findings:**

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**Resolution:**

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Date participant informed of disposition: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Staff signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff printed name: \_\_\_\_\_

Title: \_\_\_\_\_

## APPENDIX 5: TV CHANNEL LINE UP

**DIRECTV RESIDENTIAL EXPERIENCE**



### Margarita European Inn Ascend Collection Hotel

2 CBS-WBBM <b>HD</b>	265 A&E <b>HD</b>	361 AccuWeather <b>HD</b>
5 NBC-WMAQ <b>HD</b>	269 History <b>HD</b>	363 GEB: Golden Eagle Broadcasting
7 ABC-WLS <b>HD</b>	271 Viceland <b>HD</b>	364 Inspiration <b>HD</b>
9 IND-WGN <b>HD</b>	274 Ovation <b>HD</b>	365 GOD TV
11 PBS-WTTW <b>HD</b>	275 QVC <b>HD</b>	366 Jewish Life TV
20 PBS-WYCC	276 National Geographic <b>HD</b>	367 World Harvest Television
23 IND-WWME	278 Discovery Channel <b>HD</b>	368 Hope Channel
26 CW-WCIU <b>HD</b>	280 TLC <b>HD</b>	369 Daystar
32 FOX-WFLD <b>HD</b>	281 MotorTrend <b>HD</b>	370 EWTN
38 ION-WCPX	282 Animal Planet <b>HD</b>	371 Hillsong Channel
44 TMO-WNSN <b>HD</b>	285 Investigation Discovery <b>HD</b>	372 TBN
50 MNT-WPWR <b>HD</b>	289 Disney Junior <b>HD</b>	373 The Word
56 PBS-WYIN <b>HD</b>	290 Disney Channel (East) <b>HD</b>	374 BYU TV
60 UMA-WXFT <b>HD</b>	291 Disney Channel (West)	375 Link TV
62 IND-WJYS	292 Disney XD <b>HD</b>	376 Christian Television Network
66 UNI-WGBO <b>HD</b>	293 BabyFirstTV	377 TCT Network
100 DirecTV Cinema Screening Room	296 Cartoon Network (East) <b>HD</b>	378 NRB Network
202 CNN <b>HD</b>	297 Cartoon Network (West)	379 Uplift
204 Headline News <b>HD</b>	299 Nickelodeon/Nick at Nite (East) <b>HD</b>	380 Impact
206 ESPN <b>HD</b>	300 Nickelodeon/Nick at Nite (West)	388 JBS
207 ESPNNews <b>HD</b>	301 Nick Jr <b>HD</b>	401 Aqui
208 ESPNU <b>HD</b>	303 TeenNick	402 Univision <b>HD</b>
209 ESPN2 <b>HD</b>	304 TV Land <b>HD</b>	404 Galavision <b>HD</b>
214 MAVTV <b>HD</b>	311 Freeform <b>HD</b>	447 ONCE Mexico
219 Fox Sports 1 <b>HD</b>	312 Hallmark Channel <b>HD</b>	448 Enlace
226 Shop LC	313 Jewelry Television Network	461 HITN TV
228 Gem Shopping Network	315 QVC 2	501 HBO <b>HD</b>
229 HGTV <b>HD</b>	316 EVINE	502 HBO2 East <b>HD</b>
231 Food Network <b>HD</b>	319 NEW Channel	503 HBO Signature East <b>HD</b>
236 E! Entertainment Television <b>HD</b>	321 Russia Today TV	504 HBO West <b>HD</b>
237 Bravo <b>HD</b>	327 CMT <b>HD</b>	505 HBO2 West <b>HD</b>
238 REELZ Channel <b>HD</b>	329 BET <b>HD</b>	506 HBO Comedy <b>HD</b>
239 Audience Network <b>HD</b>	331 MTV <b>HD</b>	507 HBO Family East <b>HD</b>
240 HSN <b>HD</b>	332 MTV2	508 HBO Family West
241 Paramount <b>HD</b>	335 VH1 <b>HD</b>	509 HBO Zone East <b>HD</b>
242 USA Network <b>HD</b>	340 AXS <b>HD</b>	511 HBO Latino <b>HD</b>
244 Syfy <b>HD</b>	344 Son Life Broadcasting Network	515 Cinemax East <b>HD</b>
245 TNT <b>HD</b>	345 RFD-TV <b>HD</b>	516 Cinemax West <b>HD</b>
246 truTV <b>HD</b>	347 OAN <b>HD</b>	517 MoreMax <b>HD</b>
247 TBS <b>HD</b>	348 Free Speech TV	519 ActionMax <b>HD</b>
248 FX <b>HD</b>	349 Newsmax	520 5StarMax <b>HD</b>
249 Comedy Central <b>HD</b>	350 C-SPAN	521 MovieMax <b>HD</b>
252 Lifetime <b>HD</b>	351 C-SPAN2	522 ThrillerMax <b>HD</b>
254 AMC <b>HD</b>	353 Bloomberg Television <b>HD</b>	523 Cinemáx <b>HD</b>
256 TCM <b>HD</b>	355 CNBC <b>HD</b>	557 Sundance <b>HD</b>
259 FXX <b>HD</b>	356 MSNBC <b>HD</b>	565 Hallmark Movies & Mysteries <b>HD</b>
260 WE: Women's Television <b>HD</b>	359 Fox Business Network <b>HD</b>	604 Pursuit Channel <b>HD</b>
264 BBC America <b>HD</b>	360 Fox News Channel <b>HD</b>	



# SHELTER RESIDENT HANDBOOK ACKNOWLEDGEMENT

2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

By signing below, I acknowledge that I have received a copy of Connections' Shelter Resident Handbook (*revised 11.01.2021*). I understand that receipt of this Acknowledgement is a requirement for me to be a Participant in Connections' Shelter.

I understand that it is my responsibility to read and abide by the policies and procedures outlined within this Handbook. Furthermore, I understand that it is my responsibility to contact Connections Staff with any questions or concerns I have about the Shelter policies and procedures.

I understand that Connections reserves the right to amend, add, and retract its policies and procedures as deemed necessary for the health, safety, and well-being of Participants, Staff, and the Community. When possible, these changes will be communicated to me in writing in advance of their implementation.

**Participant Name (PRINT):** \_\_\_\_\_

**Participant Signature:** \_\_\_\_\_

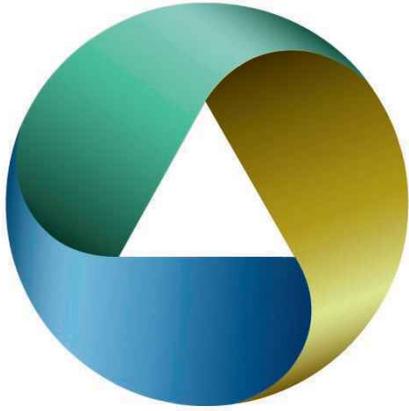
**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Phone Number:** \_\_\_\_\_

**Laundry Bag:** \_\_\_\_\_

**Staff Initials:** \_\_\_\_\_

**EXHIBIT A-5: MARGARITA INN PROGRAM OPERATIONS MANUAL**



**connections**  
FOR THE HOMELESS

# Margarita Inn Policies and Procedures – Updated September, 2022

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## CLIENT INTAKE AND ONBOARDING PROCESS

Most residents at the Margarita Inn are known to CFTH and referred from other programs, primarily from one of two Drop-In Programs at CFTH. Individuals are referred by program staff using a referral form (Smartsheet) to be added to our wait list. The wait list is divided by household type (single male identified; single female identified; couples; and families) and is “dynamic” meaning we consider additional factors for prioritization other than the date they are added to the wait list. Additional criteria include number and types of disabilities, age, and other considerations. Below is the process for filling openings:

1. Shelter Manager, Shelter Supervisor, Coordinated Entry Manager and Director of Community Programs meet to review the wait list and identify households for the opening.
2. The referring program staff person is then contacted to let them know of the opening and give them a time frame to reach out to the participant to accept or decline.
3. The Shelter Manager or Shelter Supervisor completes the Shelter Intake Checklist which includes the following:
  - a. Review of the Sex offender registry. No one on the sex offender registry is allowed to stay at the Shelter.
  - b. Background check is completed and reviewed. If there are any findings the shelter management team will review appropriateness for the Shelter. This evaluation is done on a case-by-case basis but findings that are more recent AND those that are related to community safety will be strongly considered and a determination will be made on accepting the individual or household based on safety considerations.
  - c. Review of Drop-In Incident Reporting log. If there are any findings, incidents will be reviewed and evaluated on a case-by-case basis again focusing on an individual’s history of past violence, destruction of property or other behavior that can be considered a safety issue.
  - d. Health Screening is completed and reviewed to assess if there are any behavioral health or physical issues that might need a higher level of care than we are able to provide. This screen also provides critical information to Margarita Inn (MI) staff such as existing medical and behavioral health diagnoses, medication history and compliance, mobility, or ambulatory issues. These issues do not exclude acceptance into the program, but a determination is made whether MI staff are able to provide the appropriate level of care.
4. After the check list is completed, a determination is made by the team to 1) approve the individual or household for move in 2) decline the individual or household for move in or 3) request more information from the referring staff person if needed to make a final determination.
5. For those approved for move in, a meeting is scheduled prior to the move in date to review the Participant Handbook focusing on the rules and expectations of the program. This meeting gives the individual an opportunity to ask questions and determine if the Shelter is the right fit for them. If they agree to abide by the program rules and expectations a move in date is set.

STAFF OVERVIEW AND ROLES



STAFF ROLES

**Director of Community Programs:** Responsible for overall oversight of CFTH’s Community Programs Division which includes the Margarita Inn Shelter. Provides support to Manager of Shelter Programs around daily operations and services at the Margarita Inn (MI).

**Manager of Shelter Programs:** Responsible for the daily operations and services at the MI. Acts as main community contact for MI participants and services.

**Shelter Supervisor:** Supports the Manager of Shelter Programs with scheduling, supervision of program staff, and other administrative duties.

**Program Operations Specialist:** Supports the overall operations of the MI. See shift expectations later in this document for more detailed responsibilities.

**Community Nurse:** Supervises the MI’s full-time Certified Nursing Assistance and provides basic healthcare services to MI participants.

**Certified Nursing Assistance:** Assists Community Nurse with providing basic healthcare services and provides medical case management to program participants.

**Behavioral Health Specialist:** Provides therapeutic interventions and services to participants of the MI including individual and group counseling, crisis intervention, and linkage to community mental health treatment, substance abuse treatment and psychiatric services.

**Shelter Case Managers:** Provide case management to participants of the MI with a particular focus on locating and working towards a permanent housing solution.

### **CASE MANAGEMENT AND HOUSING / HOUSING PLAN**

Each household is assigned a case manager and are required to meet with them at minimum every other week to work towards a permanent housing solution. Initial activities including helping households become “document ready” to have the necessary IDs and documents required by housing providers.

The case manager works individually with each household to develop a housing plan specific to their needs and works with them to complete the necessary assessments and paperwork to apply for housing. Some households only need shorter term rental assistance while others might need permanent supportive housing. It can take weeks, months, or a year or longer to get “matched” to an appropriate housing solution. Once someone is matched to housing the case manager often helps the participant identify, apply for, and move into a unit in the community. MI participants can be housed all over suburban cook county and even beyond.

### **USE OF PATIO / COURTYARD**

The patio area is the designated smoking area for MI participants intended for short term use (15 minutes) with no more than 5 people at a time. No alcohol or prohibited substance are allowed on the patio. Participants are expected to utilize the provided trash and cigarette disposal receptacles. Playing music and food and beverages are not allowed in the courtyard. Use of the courtyard is a privilege and repeated violation of the rules may result in a participant being restricted from the space.

### **PROGRAM CURFEW AND QUIET HOURS**

A curfew is in effect from 11:00 pm to 5:00am. During this time participants may exit the shelter at any time but entry into the building is at the discretion of CFTH staff.

Quiet hours are in effect from 10:00 pm – 8:00am daily for the building, including the courtyard/patio space.

## ROOM INSPECTIONS

Staff should follow the Room Check Policy and complete a Room Check log any time they conduct a room check for any reason including wellbeing checks, scheduled congregate floor checks, as requested by management, or as dictated by a learning agreement. The Room Check Log is a SmartSheet form located on the channel “[Shelter \(Margarita\)](#)” on Microsoft Teams. It can also be found [here](#).

At the start of each shift, staff should review the “Room Check Requests” spreadsheet pinned to the top of the channel “[Shelter \(Margarita\)](#)”’s file tab on Microsoft Teams to ascertain who requires a room check, and at what frequency and why. Room checks are not optional. **If a participant is scheduled for a room check, it must be performed** unless staff feel their safety would be in jeopardy if they completed the room check. In this instance, staff must immediately notify the manager on duty so that the manager on duty can devise a plan to safely complete the room check. Staff would also in this instance complete an incident report. not optional for participants who are scheduled to receive one. It is worth noting that **participants are not required to be present for room checks**.

There are three categories of room checks:

1. **Visual room inspection & Wellbeing Check**
2. **Wellbeing Checks**
3. **Afterhours Wellbeing Checks**

Each category has its own series of procedures described in further detail below.

### 1. Visual Room Inspection & Wellbeing Check Procedure

The goal of the Visual Room Inspection and Wellbeing check is to not only confirm the health and safety of the participant/s in a specific room, but to also identify any maintenance concerns, housekeeping issues, property damage, or visual evidence of rule violations (such as signs that a participant may be smoking in their room). The procedure is as follows:

- i. **Staff enter the room after knocking.** Wait to be let in first if possible.
  - a. **If participant is present**, staff visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
  - b. **If a participant is present but is indisposed** (e.g., the participant is in the bathroom or is undressed), staff should alert the participant that they will return in 15 minutes to check on the participant. Staff should then complete the wellbeing check at that time.
- ii. **Staff should complete a visual inspection of the room, including the bathroom** to look for any maintenance concerns or health or safety concerns. Do not search the room or the participant’s belongings. Do not open drawers or cabinets. Use nonjudgmental language, and do not directly confront the participant about any concerns. The participant/s’ case manager/s will follow up with them directly if the room fails inspection. This is a simple visual inspection.
- iii. **Staff should complete a [Room Check Log](#) as soon as possible.**
  - a. If staff identify nonemergent concerns or rule violations (e.g., a maintenance issue or signs a participant is smoking in the room) staff should file an incident report and a Room Check Log.

- b. If staff find a health or safety emergency during their room check, staff should follow the emergency procedures, then file an incident report along with the Room Check Log.

## 2. Wellbeing Checks Procedure

A wellbeing check is conducted strictly to confirm that the participant appears to be well and is not experiencing a health or safety emergency that requires immediate intervention. Wellbeing checks should not involve a room inspection. Staff should only do the minimum necessary to confirm that the participant is well, if the participant is present in their room. If the participant is absent during the wellbeing check, staff would note their absence on the Room Check Log but do not have to take any further steps to locate the participant unless they have been specifically directed to do so by the management team.

The Wellbeing Check procedure is as follows:

- i. **Staff knocks on the participant's door.**
  - a. **If the participant answers the door**, staff does not need to go into the participant's room. It is enough for staff to visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
  - b. **If the participant does not answer the door**, staff should knock on the participant's door a second time and wait a moment to allow the participant time to respond. If there is still no response, staff should key into the participant's room. Staff should politely announce themselves by politely stating their name, title, and reason for entering the room before stepping inside (e.g., "This is Jane, one of the ops team with Connections, I need to do a quick room check"). **If the participant/s is not in their room, the wellbeing check is immediately over.** Do not complete a visual room inspection.
- ii. **If the participant/s is present**, staff should visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
  - a. **If a participant is present but is indisposed** (e.g., the participant is in the bathroom or is undressed), staff should alert the participant that they will return in 15 minutes to check on the participant. Staff should then complete the wellbeing check at that time.
  - b. **If a participant is present and is not in crisis but does appear to be struggling** either with a health, behavioral, or psychiatric concern staff should alert the participant's case manager and note the apparent concern in the shift log. For instance, if Jane Doe answers the door in tears and tells you that she just broke up with her boyfriend, but is alright, you would record the concern in the shift log and alert her case manager so that staff can follow up and provide support as is appropriate and possible.
  - c. **If a participant is present and is in a physical, behavioral, or psychiatric crisis** staff should alert the manager on duty, complete an incident report, and follow the appropriate emergency procedures.
- iii. **Staff should complete a [Room Check Log](#) as soon as possible.** A Room Check Log must be completed promptly every time a room check occurs.

## 3. Afterhours Wellbeing Check Procedure

An Afterhours Wellbeing Check refers to any wellbeing check that occurs during the shelter’s specified quiet time (i.e., between 10pm-8am). The goal of the Afterhours Wellbeing Checks is to confirm that the participant appears to be well and is not experiencing a health or safety emergency that requires immediate intervention without disturbing participants who may be resting or asleep.

The Afterhours Wellbeing Check Procedure is as follows:

- i. **Staff softly knocks on the participant’s door once.** Staff should take care that the knock is quiet enough to not wake a participant if they are asleep. Staff should then pause briefly so that in the instance that the participant is awake, the participant has an opportunity to respond.
- ii. **Staff should enter the room unless the participant answers the door.** If the participant did not answer the door or verbally respond to staff’s “soft knock,” staff should assume that the participant is resting or is asleep and should take every effort to enter the participant’s room as quietly as possible. Do not turn on the room’s lights. Do not speak loudly.
- iii. **If the participant appears to be asleep or resting, visually confirm that the participant is breathing normally** by watching to see that the participant’s chest or stomach rising and falling regularly. If it is too dark for you to see, you should use the minimum amount of light possible to be able to assess their breathing. (For instance, you might use a flashlight, or phone screen).
  - a. **If the participant does NOT appear to be breathing regularly,** follow the appropriate emergency procedure protocol including but not necessarily limited to trying to awake the participant, calling 911, administering Narcan if an overdose is suspected, alerting the Manager on Duty, and filing an incident report.
  - b. **If the participant/s is absent,** Afterhours Wellbeing Check is immediately over. Do not stay to visually inspect the room.
- iv. **If the participant is awake,** staff visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also quietly confirm that the participant is feeling well and does not require additional support.
- v. **Complete a [Room Check Log](#) as soon as possible.**

### RULE VIOLATIONS AND ZERO TOLERANCE BEHAVIORS

CFTH uses an incremental process to address behaviors that have a negative impact on the community. This process provides participants an opportunity to change problematic behaviors and includes:

- 1<sup>st</sup> Incident: CFTH staff will give a verbal warning to reiterate the rule or guideline that was not followed and clarify expectations moving forward.
- 2<sup>nd</sup> Incident: CFTH staff will complete a Learning Agreement that outlines what the issue is, what is expected of the participant moving forward, how the staff will support the participant, and the potential consequences of continuing the behavior. Staff will provide a copy of the LA to the participant.
- 3<sup>rd</sup> Incident: Participant will be suspended from the MI for 24 hours. Refusal to leave the MI will result in discharge.
- 4<sup>th</sup> Incident: Participant will be discharged from the MI.

Zero Tolerable Behaviors result in immediate discharge from the MI and include:

- Possession of a weapon, regardless of whether it is used

- Physical violence or aggression towards CFTH staff, hotel staff, participants, or other individuals involved with its programs (volunteer, etc.). This includes making threats of violence or using hate speech.
- Illegal or illicit activity including, but not limited to, drug dealing or sex work on site.

**ON-CALL PROCEDURE**

**MANAGER ON DUTY (MOD) NUMBER IS (847) 404-0445.**

- On call line will be staffed by a weekly rotation of program management staff.
- On call hours are 4:00 p.m. to 8:00 a.m. on weekdays and 24 hours on weekends and holidays.
- If there is no answer leave a voice mail with your contact number and the manager will get back to you within 15 minutes. After 15 minutes if you do not receive a call back contact Tina White (773) 573-5216. As soon as you are able, please complete an incident report (see below).
- Reasons to call:
  - Fire/police reports (both onsite and in the community)
  - Mandated reporting incidents (DCFS; threat to harm self/others)
  - Mental health crises / consultation re: psychiatric petitions
  - All Level 1 incidents (see below)
  - Consultation regarding urgent participant issues
  - Urgent facilities issue
  - Domestic violence incidents
  - Inquiries from the media

**INCIDENT REPORTING**

When an incident occurs with a participant that needs to be documented, regardless of whether it warrants the need for follow up, staff should complete an Incident Report. Each program location has a designated reporting form, accessible via TEAMS. To submit an incident report, staff should go to the location’s Teams channel and click the tab labeled “Incident Reports”. The form should be completed in its entirety and with as much detail regarding the incident as possible. Once the form is submitted, a manager will determine if follow-up is warranted and, if so, assign it to the appropriate staff member to complete the follow-up. Below is a summary for how to rank incidents.

<b>Level 1</b>
Level 1 behavior encompasses acts of severe aggression or violence within the Margarita shelter, and behavior that puts the Margarita population at risk. All incidents that result in police contact are Level 1. Complete incident report immediately. In addition, during business hours inform the manager immediately. Outside of business hours, the Manager on Duty should be contacted as soon as it is safe to do so (See On-Call Procedure).
<b>Level 2</b>
Level 2 behavior encompasses less severe acts of aggression (non-physical), disrespect, noise violations within the Margarita shelter. It includes victimless rule-breaking, property issues in the community surrounding the shelter. Complete incident report within one hour of the incident.
<b>Level 3</b>
Level 3 behavior encompasses victimless rule-breaking that occurs within the Margarita shelter. Complete incident report within one hour of the incident.

**CALL OFF PROCEDURE**

	<b>SUN</b>	<b>MON</b>	<b>TUES</b>	<b>WED</b>	<b>THURS</b>	<b>FRI</b>	<b>SAT</b>
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## MARGARITA INN POLICIES AND PROCEDURES – UPDATED SEPTEMBER, 2022

12:00a – 8:00a	MOD	MOD	MOD	MOD	MOD	MOD	MOD
8:00a – 4:00p	MOD	SUPVR	SUPVR	SUPVR	SUPVR	SUPVR	MOD
4:00p – 12:00a	MOD	SUPVR	SUPVR	SUPVR	SUPVR	SUPVR	MOD

### BLUE SHIFTS: CALL OFFS

**STEP 1:** CALL the Manager on Duty (847.404.0445). If the call is unanswered, leave a detailed voicemail. Wait ten (10) minutes and call again if the MOD has not called back.

**STEP 2 (if necessary):** If after two attempts Staff have been unable to reach the MOD, they should CALL their Immediate Supervisor. If the call is unanswered, leave a detailed voicemail.

**STEP 3:** CALL the on-site phone at work location (Margarita: 224.422.7969 || Our House: 224.531.3607). Staff should inform co-worker(s) that they will not be in and if they have been able to reach Management.

**STEP 4:** Input PTO request into Paychex within 24 hours.

### YELLOW SHIFTS: CALL OFFS

**STEP 1:** CALL Immediate Supervisor (*at or after 7:00am*). If the call is unanswered, leave a detailed voicemail. Wait ten (10) minutes and call again if the Supervisor has not called back.

**STEP 2 (if necessary):** If after two attempts Staff have been unable to reach their supervisor, they should CALL a Margarita manager (Keegan Olson, Malik Muhammad or Tina White). If the call is unanswered, leave a detailed voicemail.

**STEP 3:** CALL the on-site phone at work location (Margarita: 224.422.7969). Staff should inform co-worker(s) that they will not be in and if they have been able to reach Management.

**STEP 4:** Input PTO request into Paychex within 24 hours.

### ALL SHIFTS: LATE ARRIVALS

In the event Staff is going to arrive late to their shift, the following procedure is to be followed.

#### If arriving less than 10 minutes after start of Shift:

- **STEP 1:** CALL the on-site phone at work location (Margarita: 224.422.7969 || Our House: 224.531.3607) no less than five (5) minutes prior to the start time of their Shift. Staff should inform co-worker(s) that they will be late and the approximate time of arrival.
- **STEP 2:** Send a Teams message to Immediate Supervisor informing them of late arrival and reason.

#### If arriving more than 10 minutes after the start of Shift:

Staff is to use the Call Off procedure outlined on the previous page to inform Management and co-worker(s) of late arrival. These calls should be initiated as soon as possible in the event that alternate coverage has to be found.

## PROGRAM OPERATIONS SHIFT EXPECTATIONS/DUTIES

### 1ST SHIFT OVERNIGHT (12:00AM – 8:00AM)

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#### Position 1

- Stationed inside the front door on the Entry Landing
  - May not be sitting at the Bar or in the 2<sup>nd</sup> Floor Lobby
  - Front door required to be always staffed until Front Desk staff arrives
  - Responsible for letting participants in the front door
  - When enforcing curfew (11:00p – 5:00am), an Incident Report must be submitted for any Participant denied entry into the building
  - Responsible for securing the Courtyard Door and allowing participants re-entry
- Responsible for monitoring:
  - Participants entering/exiting the Shelter
  - Participants in the Courtyard
  - General behavior on the 1<sup>st</sup> + 2<sup>nd</sup> Floors

#### Position 2

- Responsible for completing:
  - Laundry pick-up (Sun + Tues)
  - Milk delivery (Mon)
  - Hourly rounds through the entire building, including the back stairwell
    - Hourly rounds outside the building
    - When not doing the above or on break, stationed on the 3<sup>rd</sup> or 4<sup>th</sup> Floor
- Responsible for monitoring general behavior on the 3<sup>rd</sup>, 4<sup>th</sup>, + 5<sup>th</sup> Floors
- Responsible for responding to participant issues throughout the building as needed
- Staff will not be in the Office except when on their designated break.
  - When in the Office, the door must remain open unless in the restroom.

### 2ND SHIFT: DAYTIME (8:00AM – 4:00PM)

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#### Position 1

- Responsible for preparation, distribution, and clean-up of Breakfast (8:30a – 10:00a)
  - Take out the kitchen trash after the meal
  - Clean and organize the fridge
  - Toss any perishable leftovers that are dated more than 2 days old
  - Put away any leftovers after breakfast, mark the date on any leftover food
  - Sanitize surfaces (e.g., kitchen counters used during meal prep/distribution)
  - Mop kitchen
- Responsible for tracking and inputting AM attendance in the Shelter Census
- Responsible for checking trash on each floor and emptying, as needed, at 11:00am
- Responsible for delivering returned laundry to participants (Tues + Thurs)
- Responsible for hourly rounds outside the building from 12:30p – 3:30p

#### Position 2

- Responsible for hourly rounds outside the building from 8:30a – 11:30a
- Responsible for the outgoing and incoming laundry pick-ups and deliveries (Mon, Tue, Wed, Thurs)
  - Including the processing of returned laundry (Tues + Thurs)
- Responsible for receiving lunch deliveries and recording on Lunch Log
- Responsible for the preparation, distribution, and clean-up of Lunch (12:30p – 2:00p)
  - Take out the kitchen trash after the meal

- Clean and organize the fridge
- Clean out the coffee pot and put it away
- Put away any leftovers after lunch, mark the date on any leftover food
- Sanitize surfaces (e.g., kitchen counters used during meal prep/distribution)
- Mop kitchen
- Responsible for tracking and inputting NOON attendance in the Shelter Census
- Responsible for checking trash on each floor and emptying, as needed, at 3:00pm

### **Shared responsibility for overall monitoring of participant behavior throughout the building, including the Courtyard**

#### **3RD SHIFT: EVENING (4:00PM – 12:00AM)**

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##### **Position 1**

- Responsible for receiving dinner deliveries and recording on Dinner Log
- Responsible for the preparation, distribution, and clean-up of dinner (5:45p – 7:15p)
  - Including purging any leftover perishable dinner foods from the day before
- Responsible for tracking and inputting PM attendance in the Shelter Census
- Responsible for notifying Management of any Ptps absent more than 48 hours
- Responsible for checking trash on each floor and emptying, as needed, at 11:00pm
- Responsible for hourly rounds outside the building from 8:30p – 11:30p
- After 9:00pm, when not doing the above, stationed on the 3<sup>rd</sup> or 4<sup>th</sup> Floor
- Responsible for monitoring general behavior on the 3<sup>rd</sup>, 4<sup>th</sup>, + 5<sup>th</sup> Floors
- Responsible for responding to Ptp issues throughout the building as needed

##### **Position 2**

- Responsible for hourly rounds outside the building from 4:30p – 7:30p
- Responsible for checking trash on each floor and emptying, as needed, at 7:00pm
- Responsible for receiving breakfast deliveries
- After 9:00pm, stationed inside the front door on the Entry Landing
- Responsible for letting Participants in the Front Door once Front Desk staff leaves
- When enforcing curfew (11:00p – 5:00am), an Incident Report must be submitted for any Ptp denied entry into the building
- Responsible for monitoring:
  - Pts entering/exiting the Shelter
  - Ptps in the Courtyard
  - General behavior on the 1<sup>st</sup> + 2<sup>nd</sup> Floors

### **From 4:00p – 9:00p, shared responsibility for overall monitoring of participant behavior throughout the building, including the Courtyard**

#### **ALL SHIFTS**

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- Respond to Behavioral, Health, and Operational issues that arise throughout the building, as well as on the exterior property
- Notify MOD of all Level 1 Incidents

- Assist Ptps with accessing basic needs, including clothes, food, hygiene products, etc. Record on designated log forms, when required
- Verbally de-escalate situations with and between Ptps
- Ensure the maintenance of a clean environment, both in general communal areas and individual participant rooms, as well as the exterior property
- Ensure that the environment is safe and community-oriented by helping the Ptps adhere to general and program-specific rules
- Engage and collaborate with Ptps to explore their case management needs and make appropriate referrals
- Responsible for completing room checks
- Responsible for maintaining required documentation and records (e.g., room check logs, shift logs). This additionally includes submitting comprehensive and detailed Incident Reports for all Ptp Behavioral and Health issues and/or Operational issues.
  - Level 1 Incidents to be reported immediately, once it is safe to do so
  - Level 2 + 3 Incidents to be reported within one (1) hour of the incident

### SHELTER RADIO COMMUNICATION PROTOCOLS

Radios are used to facilitate better and more efficient communication between staff throughout the building.

#### Radio Locations:

- Front Desk
- Operations Staff x 2
- Shelter Supervisor
- Shelter Manager

#### Protocols:

Staff will operate with the understanding that the radios act not as a telephone, but rather as a loudspeaker throughout the shelter. Therefore, the radios will be strictly used as follows:

- Radios are for business use only. Personal conversations should be conducted via phone, text, or in person.
- Participants shall be referred to by room number only whenever possible. If names are essential, only first names are to be used.
- The nature of the issue will be kept as brief and generic as possible.
- If an issue requires a lengthy discussion and/or explicit details, the staff involved should move the conversation to the phone or in person after connecting on the radio.
- Once the radio call has been concluded, one staff member will say “293 clear” to indicate that the conversation has completed, and a new call may be initiated.
- Staff will have the radio always turned on and in their possession during their shift. This includes when going out to the exterior of the shelter.
- Volume will be kept at a reasonable level, ensuring that staff can easily monitor calls but without broadcasting any louder than necessary.
- Radios will always operate on Channel 1, unless otherwise directed by the Operations Supervisor/Manager.
- Radios do not leave the shelter property at any time.
- Staff may be held liable for any damage and/or loss caused to the radio while it is in their possession.

## CONGREGATE FLOOR POLICY

The first-floor participant rooms of the Margarita Inn (i.e., 105, 106, 107, and 108) comprise our “Congregate Floor” space and are reserved participants who have a recent history of health or safety incidences such as overdose, property damage, or other higher risk concerns. Staff must conduct daily scheduled room checks on all participants who are housed on the Congregate Floor for health and safety reasons.

Participants roomed on the congregate floor for health or safety reasons always have the following room check schedule:

Time of inspection	Inspection type*
11am	Visual Room Inspection & Wellbeing Check
3pm	Wellbeing Check
7pm	Wellbeing Check
11pm	Afterhours Wellbeing Check
3am	Afterhours Wellbeing Check
7am	Afterhours Wellbeing Check

- \*Note: Participants are not required to be present during any inspection.

On occasion, participants on other floors may also require the same schedule of inspections. Please review the “Room Check Policy” below for a detailed description of the procedures.

Currently, our Congregate Floor rooms are additionally reserved for participants who use wheelchairs or who otherwise cannot navigate the elevator or stairs until we can expand the accessibility of the building. Participants who are housed on the Congregate Floor solely for accessibility reasons (e.g., they use a wheelchair) do not require room checks unless there are additional health or safety concerns and room checks have been specifically requested for them by management.

## MENTAL HEALTH EMERGENCIES

### SUICIDAL IDEATION:

If someone expresses thoughts of suicide staff should complete a [Suicide Risk Assessment June, 2022](#)

in addition to immediately consulting with a manager or a member of the Health Team. If the incident occurs outside of regular business hours call the Manager on Duty at (847) 404-0445. After the incident, the form should be given to the Behavioral Health Specialist at the Margarita for follow up and an incident report completed.

### PETITIONING PARTICIPANTS:

Psychiatric petitioning is the process in which a person hospitalizes another person against their will. This occurs because the individual is (a) deemed as a potential harm to themselves or others; or (b) because their mental

illness prevents them from taking care of themselves. The person being petitioned must have current symptoms of a mental illness; however, it does not have to be diagnosed. To petition a participant, the petitioning individual must witness behaviors that indicate potential harm and must complete a petition immediately.

### EXAMPLES OF BEHAVIORS WHICH MIGHT GIVE RISE TO PETITIONING:

- Comments or behaviors that indicate someone may cause harm to themselves. For example, an individual who makes suicidal comments.
- Comments or behaviors that indicate someone may cause harm to someone else. For example, an individual who makes comments about wanting to hurt or kill another person or group of people.
- Behaviors that indicate that someone with a mental illness is unable to care for themselves because of their mental illness. For example, an individual who stops taking their insulin for diabetes because they think it is poison.

For behavioral health issues that are NOT emergencies complete an Internal Referral Form for Margarita's Behavioral Health Specialist to further assess the individual and provide appropriate follow up.

See [Emergency Procedures](#) for information on how to petition someone and a link to the forms.

## MEDICAL EMERGENCIES

### 9-1-1 EMERGENCY SERVICES SHOULD BE CALLED FOR THE FOLLOWING MEDICAL EMERGENCIES:

- Chest pain
- Loss of consciousness
- Difficulty breathing or shortness of breath
- Severe bleeding or unable to stop bleeding
- Signs of Stroke
- Seizure
- Falls where head, neck, back involved
- Suicidal thoughts/plan
- Medication/Drug Overdose- overly sedated, not responding to attempts to call name.

For medical issues that are NOT emergencies complete an Internal Referral Form for Connections' Nurse to follow-up with the participant to assess the medical issue and link to appropriate care.

## OVERDOSES / USE OF NARCAN

Narcan blocks or reverses the effects of opioids, including extreme drowsiness, slowed breathing, or loss of consciousness. It is used to treat a narcotic overdose in an emergency. It is only effective for opioid overdoses (heroin, fentanyl, and certain prescription pain medications).

**Multiple doses of nasal Narcan are kept in a red bag in the Health + Operations office (Fabbri room) at the Margarita.** All CFTH staff are trained at the new employee orientation on how to administer Narcan. if you did not receive the training contact the Margarita Health program staff for a brief overview on how to use Narcan. instructions are also found on the packaging. You will not harm someone by administering Narcan even if it turns out that they are not experiencing an opiate overdose at that time. Always call 911 and complete an incident report when you utilize Narcan at the Margarita.

## SIGNS OF AN OPIOID OVERDOSE INCLUDE:

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- Slow or weak breathing
- Gradual increase in breathing followed by a decrease in breathing and airflow
- Trouble breathing or not breathing
- Deep snoring or gurgling noises
- Dizziness, confusion, drowsiness including extreme drowsiness
- Passing out
- Collapse and coma
- Unable to be woken up by touch, shaking of shoulders or shouting
- Slow or no heartbeat
- Cold, pale, clammy skin
- Very small pupils, like a pinpoint

## FACILITY EMERGENCIES

### FIRE/FIRE ALARM

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In the event of a fire alarm, all participants should be directed to the stairwells to exit the building and gather across the street. The elevator should not be used. Once the building has been cleared, staff should go outside to wait for the fire department to arrive. Upon arrival, staff should inform the Fire Department of any Participants known to be unable to exit via the stairs due to physical handicap.

If there is an active fire in the building, the staff member at the front door should contact the Manager on Duty once participants are safely gathered outside the hotel.

### INCLEMENT WEATHER/TORNADO WARNING

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Participants should be encouraged to remain inside the building until the weather passes. Any participants waiting outside for services should be brought into the building until the weather passes.

In the event of a tornado warning, participants and staff should shelter away from any exterior windows and doors. If a tornado is sighted, all persons should shelter in the lower-level area of the building.

### FLOODING

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If there is flooding, the Operations Manager should be called immediately as well as completing an incident report. If the Operations Manager is not available, contact the MOD number.

## DE-ESCALATION

*Definition: Reduction of the intensity of a conflict or a potentially violent situation using verbal and non-verbal techniques. Primary goal in reducing a conflict is using these techniques to build rapport/trust and a sense of connection with the agitated person.*

All Margarita staff receive an initial de-escalation training overview during the new employee orientation in addition to attending and completing a Handle with Care certification class within 90 days of their employment with the agency. Staff should first try to deescalate a non-emergency situation before contacting police. If possible, pull in another staff member and Manager or contact the MOD number if additional assistance is needed.

See [Emergency Procedures](#) for more information on de-escalation techniques and [Niche Academy](#) for additional on-demand training on de-escalation.

### CALLING LAW ENFORCEMENT

CFTH seeks to have a constructive working relationship with the Evanston Policy Department to mutually serve our community. At the same time, participants have a right to privacy and CFTH has an obligation to protect participant confidentiality. To this end police will not be allowed past the entrance with the following exceptions:

- If MI staff have contacted the police or emergency responders for assistance for an on-site incident
- If a participant has requested police or emergency responders for assistance
- The officer(s) presents a subpoena and/or warrant authorizing access to the-site.

When the police are called, please meet the police outside to brief them on the concern and stay present with the police throughout their time on site. If you feel the police are screening for other criminal activity in the space beyond the reason you called them, please advocate for them to focus on the issue at hand or ask a co-worker to assist if you do not feel safe doing so. **An incident report must be completed any time police is called by both staff and participants.**

### EXAMPLES OF WHEN TO CALL 9-1-1 (THIS LIST IS NOT EXHAUSTIVE):

- Imminent safety risk on site such as a participant threatening to harm another resident or staff-person and person is unable to be de-escalated by staff
- Medical or behavioral health emergency/psychiatric emergencies when there is a threat to harm self or someone else
- Overdose

See [Emergency Procedures](#) for more guidance on working with law enforcement and ICE

### MANDATED REPORTING

Staff providing services at Connections for the Homeless are mandated reporters for both minors (children aged 17 and younger) AND adults aged 60 or older and people with disabilities aged 18-59. Mandated reporters are required to call the appropriate Hotline to make a report if they suspect, or if there is evidence of, abuse or neglect by a caretaker. The Hotline worker or agency will determine if the information given by the reporter meets the legal requirements to initiate an investigation. In addition to making a hotline report you should also complete an incident report and let your direct supervisor know or the MOD if it is not during regular business hours.

### MINORS/CHILDREN

**Illinois Child Abuse Hotline: 1-800-25-ABUSE (1-800-252-2873)**

See [Emergency Procedures](#) for additional information on mandated reporting requirements and child abuse and neglect.

### SENIORS

**24-HOUR ADULT PROTECTIVE SERVICES HOTLINE: 1-866-800-1409, 1-888-206-1327 (TTY).**

**MEDIA INQUIRIES**

Per the Connections Employee handbook all media inquiries should be directed to the Director of Development. If the Director of Development is not available, the inquiry should be directed to a Development staff member, or in their absence, the Executive Director. If there is no one available at the time of the call/visit by person representing a media outlet, inform the person that you will pass along their contact information, and someone will get back to them as soon as possible. This process will assure that Connections has a clear and coordinated response to any incoming inquiries.

**APPENDIX 1**



**SHELTER INTAKE CHECKLIST**

**Date:**

**Name:**

**Referring Program:**

- 1) Sex offender registry was checked. Anyone currently on the sex offender registry will not be able to be served at the Margarita Inn.
- 2) Background check was completed. If any findings summarize below:
- 3) Drop-In Incident Reporting Log reviewed. If any findings summarize below:
- 4) Health Screening Completed. If any issues summarize below:

**Outcome:**

If not approved for move in or if more information is needed summarize below:

**Person Completing Form:**

**APPENDIX 2**

SUICIDE RISK  
ASSESSMENT

If someone expresses thoughts of suicide this tool should be completed in addition to immediately consulting w/ a manager or member of the health team. For after-hours consultation call the MOD # at (847) 404-0445. After the incident, the form should be given to the Behavioral Health Specialist for your program and an incident report completed.

NAME:

DATE:

PROGRAM:

- Recent Suicidal threats
- Recent Suicidal Ideation
- Has a plan for how to commit suicide
- Has access to firearms, drugs, or other common means of suicide
- Previous suicide attempts
- Current substance use
  - If yes, substance use has recently increased
- Recent Stressors (e.g., loss of relationship, illness, etc.)

Depression				
1	2	3	4	5
Not at all depressed				Very depressed
Hopelessness				
1	2	3	4	5
Optimistic				Hopeless

<b>Social Support</b>				
1	2	3	4	5
High social support				No social support
<b>Impulse Control</b>				
1	2	3	4	5
Calm				Highly agitated/anxious