

4.1 General Shelter Information (20 points)

A. Provide a description of the shelter:

New Life Day Center (NLDC) opened in 2011 as an emergency daytime shelter to provide the homeless population in downtown Lexington a solution to get out of inclement weather as well as to get connected with the services they need. NLDC serves as “home base” for homeless in Lexington by providing them a place to store their belongings (lockers), receive mail, access internet, use the phone, and access many other important services. NLDC is often the first point of contact where clients get connected to the continuum of services available to them in Lexington.

a. shelter operating hours; We are currently open 6 days a week; Monday-Friday our hours are 8:00am-4:30pm, and on Saturday from 8:00am-12:00pm. On Sundays we hold a volunteer-led meal and church service from 2:00pm-4:00pm. In extreme weather we have extended our hours beyond those listed.

b. population(s) served, including any special populations served; We typically serve adult clients 18 years and older, with approximately 75% of our adult clients being male and 25% being female. NLDC visitors between the ages of 18-24 are assisted with immediate needs and referred to local organizations that specialize in serving young adults.

c. shelter rules and procedures (submit documentation); NLDC has published rules in the form of **NLDC Client On-Site Behavior Expectations** and **NLDC Disciplinary Guidelines** that are posted in the community area for all to see. (See uploaded documents **NLDC_Client Behavior Expectations.pdf** and **NLDC_Client Disciplinary Guidelines.pdf**).

d. how basic needs are met such as meals and personal care; Since the absence of breakfast has been identified as a need for our clients, we provide a morning meal, coffee, tea,

and water for clients. Our neighboring partner, Lighthouse Ministries, provides lunch and dinner to our clients and refer their clients to our organization for breakfast. We have additional meals provided by individuals and community groups for holidays, church services, and other special occasions.

Locker storage is critical because our clients are otherwise limited to the belongings that they can carry around with them. In addition to a place to store their belongings, we provide personal hygiene items, socks/underwear, and donated clothing as available. In severe weather, we also distribute hats, gloves, jackets, coats and handwarmers. We also provide clients with a photo ID Card, which can assist the client in receiving other services and obtaining state-issued ID's. Using our address to receive mail is critical to our clients when applying for jobs and other benefits that require a mailing address, as well as for receiving checks and other important correspondence.

e. operating hours outside of night-time shelter: Response is identical to **a. shelter operating hours;** above.

f. general staffing description for the shelter; Our current staff includes an Executive Director (FT), two Day Center Coordinators (one FT, one PT), one Client Support Specialist (FT), a Panhandling Diversion Program Driver (FT), and a Panhandling Diversion Program Project Coordinator/Accountant (PT). NLDC is requesting funds for the addition of one Client Case Manager (FT) and for contracted Security Guard services (see uploaded document **NLDC_Federated Global Ventures Estimate.pdf**) during business hours and 1 hour before opening and 1 hour after closing to address the outdoor congregation of clients.

B. Does your emergency shelter consistently implement practices to meet people where they are, and provide person-centered care that focuses on personal strengths?

NLDC posts our **NLDC Culture** statement publicly in our Community Room. It expresses both our beliefs about people and reflects our values around the environment we strive to create (see uploaded document **NLDC_Culture.pdf**). We engage clients where they are, regardless of personal background, and strive to help them achieve their goals. That engagement includes identifying personal strengths and helping them build on those strengths through encouragement, guidance and making the right connections.

C. What policies or value statements convey clear expectations that guests will be treated with dignity and respect, and how does the shelter monitor adherence to these expectations? (submit documentation)

In addition to the **NLDC Culture** statement (attached) which addresses how all clients are viewed and valued, NLDC has **NLDC Client On-Site Behavior Expectations** (attached) posted in the main Community Room area as well as in various other areas on-site. One of the items under “RIGHTS” is the right to “be treated with dignity and respect by staff, volunteers, and other clients”. This list of expectations includes things that clients have the **RIGHT** to, things that clients are **RESPONSIBLE** for, and things that clients are **PROHIBITED** from at NLDC. To support these expected behaviors, NLDC also has a **NLDC Client Disciplinary Guidelines** (attached) process posted and utilized by staff consistently.

D. Are expectations of guests clearly communicated and easily accessible for review by guests? (submit documentation of communication process)

NLDC has procedures posted addressing **NLDC Culture** (attached), **NLDC Client On-Site Behavior Expectations** (attached), and **NLDC Disciplinary Guidelines** (attached) that are followed when behavior expectations are violated. These are posted in the main Community

Room area and various other areas on-site. They are available in a printed form to any client who wants a personal copy.

E. What policies and resources does the shelter have to facilitate communication with persons of limited English proficiency and/or disabilities that might require accommodation? (submit documentation)

For persons with limited English proficiency, NLDC makes every attempt to communicate effectively with clients of all cultures. We have copies of the **DHS Language Identification Guide** available to use with clients to help identify the language they speak (see uploaded document **NLDC_DHS_Language Identification Guide.pdf**). If the language can be discerned, we use an online translator phone app to communicate with the client as best as possible. If the client is a Spanish-speaker, we partner with our co-located clinic (BCHC) to translate on our behalf, as they have several Spanish-speaking staff.

F. How does the shelter meet the needs of persons with disabilities, including those with mobility limits or those requiring use of medical equipment?

NLDC is open to all persons with disabilities and will make every effort to accommodate persons with disabilities. This includes ensuring access to every part of our facility for wheelchair bound clients, as well as those with prosthetic limbs or crutches. NLDC staff have successfully sought handicap accessible shelter placements for clients who were wheelchair bound, and arranged for pick-up of the client to attend rehab at a facility that could accommodate his wheelchair. NLDC is also assisted by BCHC medical staff in providing assistance with medical equipment on an as needed basis.

G. What specific practices help ensure that the shelter exhibits cultural competency and provides appropriate protections for shelter seekers across demographic differences?

In an effort to enhance the cultural competency of our staff and leaders, NLDC will institute a Diversity, Equity & Inclusion Training program in 2024. NLDC will require all staff and volunteers to view video training resources available to us through **nonprofitready.org**.

Additionally, our posted **NLDC Client On-Site Behavior Expectations** (attached) addresses this by making it clear that all clients can expect to “be treated with dignity and respect by staff, volunteers, and other clients.”

H. Does the shelter involve guests in governance and operations? (submit documentation)

Yes, from a governance perspective the NLDC has a former homeless client, also a part-time NLDC employee, serving on our Board of Directors (see *Mario Campos* on our website <https://newlifedaycenter.org/team/>). We believe that including someone with significant lived experience (3 years on the streets), who successfully completed a drug rehab program and has exited homelessness, will better inform and guide our decisions.

From an operations perspective, we involve clients who volunteer to help with the service of coffee and donuts or other meals/snacks, as well as assisting with cleaning the inside and courtyard/parking lot area of our facility. These things are done voluntarily. We do have a few client helpers who are paid for regular, ongoing duties, such as kitchen help or portable bathroom clean up. Our Panhandling Diversion Van Program (see *The Panhandling Van* on our website <https://newlifedaycenter.org/services/>) also employs up to 10 clients daily through our partnership with LFUCG Division of Environmental Services.

4.2 Rapid Resolution, Housing-Oriented (25 points)

A. Does your shelter’s process for accessing shelter assess options for diverting from shelter?

Many NLDC clients come to us after having been homeless and living on the streets of downtown Lexington for some time. Often, they have been banned from other local emergency nighttime shelters and often have no support system. Every effort is made to help clients exit homelessness as quickly as possible. Sometimes this involves contacting an out-of-town family member and arranging transport; other times this involves contacting community partners to look for rental assistance. Assisting our clients to achieve their goals often opens up new options that can avert the need for emergency shelter.

B. Does your emergency shelter's diversion approach include, when needed, financial assistance, mediation, housing navigation, legal assistance, or other supports?

In the past NLDC has been a recipient of rental assistance funds through LFUCG, and has helped many clients find permanent housing through this program. This was especially true during the COVID-19 pandemic, which made our clients more vulnerable. Follow up studies with clients we assisted in getting housing through this program showed that even after a year, 75% of those we helped remained housed. If and when NLDC obtains funding to operate these services again, we are poised to do so. Currently, we provide referrals to partners who can provide financial assistance, housing assistance and/or legal assistance.

C. What role do mainstream programs play in supporting shelter seekers and diversion efforts?

NLDC works with all available regional community partners and mainstream programs to help clients become housed. Many of our clients have active addiction issues and often their first and most pressing need is to attend a drug or alcohol rehabilitation program in the area. Our clients who have completed these programs have the most long-term success.

D. How does your emergency shelter provide immediate assistance and link guests with housing options within the first 14 days of a shelter stay/participation?

New NLDC Clients register with us when they first enter our center. As part of our intake process, we assess their immediate needs, which nearly always includes the need for housing. For most clients we start with emergency shelter and work from there on connecting them to all local resources that meet their needs to become more stabilized and find permanent housing.

E. How does your emergency shelter use data routinely to detect trends, identify frequent users, and monitor housing success and other performance measures?

We regularly conduct client surveys where we ask clients what services they use and want to see more of at NLDC and ask them to rank our services in order of importance to them (see uploaded document **NLDC_2024 Homeless Client Survey Results.pdf**). NLDC also conducts surveys and solicits feedback from other stakeholders such as vendor partners, board members, staff, community neighbors, etc. We use the feedback we receive to guide decisions about where to focus our efforts. We consider clients who are housed in permanent housing, clean and sober, and/or employed stably for one year as benchmarks of success for clients.

F. How does your emergency shelter coordinate with the broader homelessness response system to engage in system-level planning?

NLDC participates in the stakeholder meetings held by LFUCG's OHPI. NLDC also hosts partner organizations on site to assist clients with applying for Social Security, receive preventative medical care and vaccinations through the Bluegrass Community Health Clinic that operates in our facility, and access to many service providers such as the Veteran's Administration, Lexington Rescue Mission (Jobs For Life employment program and several housing programs), Jubilee Jobs, Isaiah House, ARC, New Vista, Lighthouse Ministries, and

others. NLDC also partners with LFUCG on many initiatives to address challenges affecting the homeless/at-risk-of-being-homeless populations. Utilizing KYHMIS database will enhance our ability to coordinate with the broader community of providers.

G. Does your emergency shelter assess and address the safety risks for people fleeing domestic violence?

Yes, NLDC proactively addresses domestic violence risks and addresses them appropriately.

When domestic violence is suspected/reported, we discuss this with the client, discuss options, and make appropriate referrals, including those to agencies supporting women leaving domestic violence situations. If we are aware of clients who are couples who have domestic violence within their partnership, we seek to assist in navigating the proximity of these clients around protecting the abused and referring to appropriate available supports.

H. Describe how shelter guests are assigned case management and detail how case management is provided in your shelter. What days/times are case managers available to assist guests? How often do case managers discuss housing options with guests? Are there any prerequisites for guests to access case management? What is the overall capacity of case management services and the caseload ratios per case manager?

Case management is extremely important to our overall strategy, which is why we' have requested funding in this application to add a position that focuses on this aspect of our holistic approach with clients. Currently, when clients come into NLDC and register, the conversation begins with staff/volunteers around what their housing situation is and how NLDC can help them access resources needed. The goal for our staff is to check in on each client at least once every two weeks. We believe that the addition of one dedicated Case Manager to our staff will help us provide more personal assistance and track clients' progress exiting homelessness. In addition to

managing data input into the KYHMIS system, the Case Manager will provide coordinated entry case management for up to 40–50 unique clients per month.

I. How and when do the conversations about obtaining housing begin? Do case managers utilize best practices when working with clients, such as trauma informed care? What training does the shelter provide/require of case management staff on evidenced based practices?

The conversations surrounding a person’s housing situation begin when a client registers at New Life Day Center. We believe that the addition of a Case Manager who has experience with trauma-informed care and evidence-based practices would greatly benefit our clients and would support his/her ongoing appropriate training.

J. How will shelter staff members or volunteers help shelter guests access documents required for housing (birth certificates, Social Security cards, etc.) when needed?

At the New Life Day Center our client database creates an NLDC photo ID as each client is registered. All clients registered with NLDC are provided with this photo ID (and replacement copies if lost) free of charge. NLDC also facilitates twice monthly zoom calls with the Social Security Administration assisting clients to get replacement copies of Social Security cards. NLDC works with partner agencies to assist clients in obtaining replacement birth certificates and KY State ID cards/Drivers Licenses. Their NLDC photo ID is accepted as a form of identification towards obtaining these much-needed vital records documents.

4.3 Low-Barrier (25 points)

A. Does the shelter set only minimal and reasonable requirements for guests, and does the shelter enforce these requirements in a fair and transparent way? (submit documentation).

NLDC has minimal and reasonable requirements for clients to utilize our resources. We require clients to register and/or check-in. We do not require work, volunteering, or payment for any services provided—they are free of charge to everyone. It is posted/available to read that clients have the “right to services free of charge.” We also **have publicly posted documents on NLDC Culture, NLDC On-Site Client Behavior Expectations, and NLDC Client Disciplinary Guidelines** (See uploaded documents **NLDC_Culture.pdf, NLDC_Client Behavior Expectations.pdf, and NLDC_Client Disciplinary Guidelines.pdf**) for transparency of expectations and services provided.

B. Does your emergency shelter have minimal expectations or requirements of people seeking shelter? (submit documentation)

The only expectation for NLDC clients is that they register with us and abide by the **NLDC Client On-Site Behavior Expectations** (attached), prominently posted on-site.

C. Does your shelter welcome self-defined family and kinship groups to seek shelter together?

NLDC primarily serves adult clients. Families with minor children are referred to partner agencies that serve these populations. However, as an organization that serves adult clients NLDC has many couples on-site who receive services and that is welcomed. It is not a barrier to seeking services at NLDC to be part of a couple or self-defined family.

D. Can your emergency shelter identify financial resources that can support the adoption of low-barrier policies and practices and support extended or flexible hours and adapted service-delivery models?

NLDC has some of the lowest barrier policies and practices serving the homeless in the Lexington area. Many of our clients have been banned from receiving services from other

providers, and our policies and practices allow us to serve them. We realize that the problems many of our clients face with both drug use and mental health result in erratic and often problematic behavior. While we are firm and follow our guidelines when our behavior expectations are violated, we are quick to give people numerous chances to correct their behavior and long-term bans are extremely rare. When there is inclement weather such as heavy rain, snow, or extreme temperatures, we have opened early and remained open late as needed in order to keep our clients out of inclement weather for long as possible before they travel to/from other local service organizations. All the financial resources we seek support these goals of daytime emergency shelter meant to provide continuity and wrap-around care for our homeless clients.

E. Does your shelter accommodate pets and personal belongings?

NLDC accommodates pets in our gated, outdoor courtyard area. We have allowed pets in pet carriers in our indoor Community Room. For personal belongings, NLDC is one of the only organizations that provides locker storage to clients for their belongings. We currently have 113 lockers on-site that are assigned to clients. We currently have a board member who is obtaining 7 additional lockers (and potentially more) to install in our Community Room because this is such a needed resource.

F. Does the shelter make accommodations to store belongings and, if so, how?

As referenced in the previous question, NLDC provides locker storage. There is a locker waitlist, so several clients have volunteered to share lockers and help each other in this way to maximize the number of clients with access to lockers. NLDC also allows clients to bring personal possessions they have with them into the shelter—this is typically not restricted if they are able to carry belongings in/out with them at the close of business for the day. Every attempt is made to return items to clients if left behind on a previous day. NLDC recognizes the importance of

clients' belongings being kept with them in a safe and dignified way and strives to help this happen for as many clients as possible.

G. Do your shelter intake process and housing navigation services coordinate closely with community-based outreach services and Coordinated Entry?

NLDC exists to be a connecting point between homeless clients and the services they need to exit homelessness. As such, we do coordinate closely with local community partners to connect our clients to other organizations providing services that we do not have in-house. NLDC looks forward to becoming trained and participating in the city's Coordinated Entry process.

H. Does your shelter create flexible and predictable access for people seeking shelter?

Yes, our clients can come and go from our organization an unlimited number of times during our open business hours, and they can stay for the entire business day if they choose.

I. Are guests required or requested to contribute funds or labor to remain in the shelter? (submit documentation of any program fees or volunteer time required)

Our clients receive ALL services free of charge, as is prominently posted in our **NLDC Client On-Site Behavior Expectations** (attached). We do have some clients who choose to contribute in voluntary ways to assist with our shelter operations, and we have some clients who have been selected for part time, contracted paid roles, but there are very clearly no expectations tied to receiving services.

J. Are guests required or requested to leave the shelter during any portion of operating hours?

No, they are welcome to stay on-site the entire time we are open daily, or they may come and go at will. The only reason a client would be required to leave is if there was a significant violation of our posted **NLDC Client On-Site Behavior Expectations** (attached).

K. Are guests required to participate in classes or programs as a condition of remaining in the shelter?

No, they are not, however, all clients have equal opportunities to participate in any programs or services provided. There is no requirement to participate other than the client's willingness.

L. Describe the process followed to determine whether someone is admitted or removed from the shelter and appeals available to those denied access. Applicants should include with their proposal a copy of written operation procedures for denial of services. This includes drug testing. (submit documentation)

See uploaded **NLDC_Client Disciplinary Guidelines.pdf**, which is prominently posted on-site, and contains the process that we follow if there has been a violation of **NLDC Client On-Site Behavior Expectations** on our property (see uploaded document **NLDC_Client Behavior Expectations.pdf**).

M. How many participants were restricted, denied access, or banned in the past 12 months for reasons described above?

Following our posted **NLDC Disciplinary Guidelines** (attached), on average NLDC has 4 clients restricted for the rest of the business day per week; 2 clients a month restricted for a 3-day period; and about 1 client per month restricted for a 1-week period. No clients were permanently "banned" from services in 2023. NLDC serves a population that needs many chances to be able to make different choices. Our organization makes every effort to allow clients to continually have this opportunity to change their behaviors and choices for the better.

N. What is the shelter's process for reviewing restrictions/bans and allowing guests to return?

Restrictions are posted privately in the office, so that all staff are aware of the restriction and its expiration. The return date is discussed with the client at the time of the suspension/restriction. This process ensures all staff are informed and that clients are welcomed upon re-entry. Our established **NLDC Disciplinary Guidelines** (attached) are followed, and any changes made to a restriction must be approved by the Executive Director.

4.4 Actual Results (20 Points)

See **Actual Results** in uploaded document “NLDC Stats.pdf”.

We look forward to getting started with the city’s KYHMIS system which will improve our ability to track and monitor client engagement and progress.

4.5 Budget, Appropriateness and Feasibility of Budget (10 points)

4.5 Budget Data	NLDC Totals
Number of individual beds available:	<i>n/a; not an overnight shelter</i>
Number of units available for families, if applicable:	<i>n/a; not an overnight shelter</i>
If day shelter, number of guests that can be accommodated: <i>* NLDC individual numbers fluctuate as clients come and go throughout the day. NLDC occupancy for the Community Room is no more than 100 persons at a time.</i>	<i>NLDC serves on average 148 clients per day.</i>
Funds requested from LFUCG:	<i>\$303,165</i>
Average daily census for individuals based on KYHMIS data:	<i>n/a; have not yet participated in KYHMIS</i>
Average daily census for families based on KYHMIS data:	<i>n/a; have not yet participated in KYHMIS</i>
If day shelter, average daily census/persons served:	<i>148</i>
Total annual budget for shelter (all funding sources):	<i>\$600,261</i>
% LFUCG investment (LFUCG Request/Total Budget * 100):	<i>50.51%</i>

See attached budget documents: NLDC 2024_Agency Line Item Projected Budget.pdf and NLDC_ESR Budget Template_Completed.pdf. A description of all funding sources other than LFUCG are detailed on **Page 4** of NLDC_ESR Budget Template_Completed.pdf.

Expanded Supportive Services: If this grant is awarded, we will be expanding our supportive services in the following ways. **1.** The proposing organization will be adding a Case Manager

who will focus on assessing client needs and facilitating appropriate connections with other agencies and service providers and assist clients as needed in accessing the services needed.

2. We will be adding third party contract security services during all hours that we are open, (including one hour before we open and one hour after we close to address congregating and behavior occurring on/around our property). This needed service ensures the safety of our clients as well as our staff and volunteers. There is also a public safety improvement achieved by the outdoor security rounds they will do during business hours and overnight. 3. We will provide an opportunity for a small number of our clients to be paid to assist with daily responsibilities of keeping our facility and the surrounding area clean, while at the same time improving the consistency of the cleanliness of our facility and property.

NLDC provides daytime emergency shelter and supportive services, the program for which we are seeking ESR funding. As outlined in the uploaded **NLDC_ESR Budget Template_Completed.pdf (Page 3)**, NLDC is proposing a combination of current paid staff roles, proposed new staff roles, and an addition of third party contracted staff and contracted clients to achieve our objectives. **We believe Page 3 of the uploaded document NLDC_ESR Budget Template_Completed.pdf provides the clearest picture of our request.** The percentage of funding we request for each staff and third party contracted roles are clearly defined on this page. We seek 50% funding for currently established roles and 100% funding for new roles for expanded services. We also request funding for supplies, utilities, facilities (rent), security and surveillance, and portable toilets and handwashing station. We strongly believe that the funding requested in these areas directly benefits the daily care, safety, support & progress of clients seeking shelter and assistance at NLDC as they attempt to exit homelessness and/or improve their quality of life.