

Nashville Cold Weather Community Response Plan

November 1, 2019 – March 31, 2020

www.coldweathernashville.com

The Nashville Cold Weather Community Response Plan is a collaborative effort between nonprofit, faith-based, and government entities to ensure intentional outreach to people experiencing homelessness and assistance with access to shelter during cold weather.

Year-Round Shelter Beds:

Year-round shelter beds are available at **Nashville Rescue Mission**.

- Men's Guest Services are located at 639 Lafayette Street – 615-255-2475 ext. 1460.
 - Showers are open at the Men's Guest Services 24 hours during Cold Weather Shelter season.
 - Women's Guest Services are located at 1716 Rosa L. Parks Blvd – 615-312-1574.
 - Showers are open at the Women's Guest Services: Mon-Fri: 10-11am, 3-6:30pm, and 8-9:30pm; and Sat & Sun from 3-6:30pm
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Night Shelters: (Nov. 1, 2019-March 31, 2020)

Room In The Inn:

705 Drexel Street, Nashville, TN 37203
Phone: (615) 251-7019
www.roomintheinn.org/winter-shelter

Room In The Inn works with close to 200 congregations to open 150-200 shelter beds each night. Winter Shelter Help Desk opens at 3:30pm, 7 days per week, with a staff member available to answer questions.

Men need to be at Room In The Inn at 5:30 pm Monday through Saturday, and at 5:15 pm on Sunday. **Women** need to be at Room In The Inn at 11:30 am due to limited space. (Due to limited space, women's draw is at 11:30 am on Monday through Friday. On Saturday and Sunday, tickets for women are drawn for on Friday.)

Families need to call Metro Social Services at 615-862-6444 for an appropriate shelter referral during the work week. Immediate shelter options for families are offered at the Nashville Resuce Mission with women and children going to the Women's Guest House and single Men to the Men's Guest House. For after hour emergencies, single men with minor children please call Room In The Inn at 615-251-7019 (please call as early as possible).

Room In The Inn works directly with Metro Police for late night drop offs at the Guest House.

Salvation Army:

The Salvation Army beds are accessible year-round for individual men, women and families through Nashville's Coordinated Entry process. There is no emergency walk-in in place (please go to the Nashville Rescue Mission and Room In The Inn).

Families with minor children can call the Coordinated Entry intake line at 615-862-6444 at Metro Social Services, Mon-Fri, 8 am – 4 pm

Safe Haven Family Shelter:

Safe Haven Family Shelter beds are accessible year-round for families through Nashville's Coordinated Entry process.

Families with minor children can call the Coordinated Entry intake line at 615-862-6444 at Metro Social Services, Mon-Fri, 8 am – 4 pm

LaunchPad: Youth Sheltering

www.nashvillelaunchpad.com

Youth Sheltering (18-24 year olds) is offered through **LaunchPad** on the following nights:

Sunday – West End United Methodist Church, 2200 West End Ave, 37203

Monday – City Road United Methodist Church, 701 Gallatin Pike South, Madison, 37115

Tuesday – City Road United Methodist Church, 701 Gallatin Pike South, Madison, 37115

Wednesday – Ray of Hope Community Church, 2311 Murfreesboro Pike, Nashville, TN 37217

Thursdays – City Road United Methodist Church, 701 Gallatin Pike South, Madison, 37115

Friday – Connection United Methodist Church (formerly Andrew Price Memorial UMC), 2846 Lebanon Pike, Nashville, TN 37214

Doors at LaunchPad open at 8 pm – Reservations need to be made online on the day of the shelter night at www.nashvillelaunchpad.com/guest-reservations. When capacity is reached, youth ages 18-24 will have to go to the Nashville Rescue Mission or other shelters. Capacity during nights above 32 degrees Fahrenheit is 20 youth. When it gets colder that capacity will increase and is determined based on the location and staff availability.

Unaccompanied youth ages 13 to 17 should call the Oasis Center hotline at 615-327-455 (24/7). Any youth ages 13-17 who is a runaway or experiences homelessness can come or be brought to the Youth Shelter, at Oasis Center, 1704 Charlotte Ave, 37203 for safety planning.

Nashville Rescue Mission's Cold Weather Protocol through March 31, 2020:

The Nashville Rescue Mission will implement an internal Cold Weather Protocol from November through the end of March, which will be in effect every night.

Nashville Rescue Mission

www.nashvillerescuemission.org

Men's Guest Services:
639 Lafayette Street
615-255-2475

Women's Guest Services:
1716 Rosa L Parks Blvd,
615-312-1574

People with dogs will be accommodated from December 1 to February 29, but guests need to follow the pet guidelines described below:

- Single men go to 639 Lafayette Street
- Single women (with or without children) go to 1716 Rosa L Parks Blvd.

Guests with dogs: People with dogs may go to the appropriate (men's or women's) campus.

- Observation of 7pm check-in time is appreciated, as it becomes more difficult to coordinate after hours.
- Dogs must stay in a kennel (provided for you) at all times while in the building, and;
- Guests must take good care of the pet (ie: take the dog out to the bathroom on a leash, provide clean water and feed them regularly).
- The dog must not have any history of aggressive behavior or biting.

Check-in at the Mission's Guest Services by 7 pm.

Any late drop offs from canvassing, please call ahead to announce how many people are expected, and to check bar status if necessary. A warm handshake upon drop-off is preferred, in case a guest decides not to stay.

(Men's Guest Services: 615-255-2475; Women's Guest Services: 615-312-1574)

Late Workers: Workers with proof of employment may check-in late night or after hours.

- Late workers must meet with a case manager the first day following your initial stay to get a bed assignment in Late Workers dorm - so your bed is not given away when/if you miss roll call.
- Requires proof of work (ie: check stub, new hire letter, schedule, etc.)
- Abuse of this policy, such as coming in all hours, drunk or high, will cause you to lose your Late Workers Dorm privileges.

Bar Status: Bar status will be lifted for *non-violent offenses* during this cold weather season, unless there are perpetual repeat offenses. NRM reserves the right to make changes to this policy if a guest repeatedly causes disruption to the community. Call 615-255-2475 to check if your barred status is lifted.

Nashville Rescue Mission will coordinate with Room In The Inn if a guest is still barred from receiving shelter for that night. ***Violent behavior cannot be tolerated to honor the safety of all guests.***

Storage Safety:

- Guests are not allowed to bring their belongings into the dormitories because of space limitations - with the exception of night clothes, hygiene items, toothpaste/toothbrush, medications, etc.
 - A case manager will arrange for you to have a storage space to lock up your belongings overnight.
 - If a guest comes in for meals only or has not yet been assigned a locker and has a bag of belongings on them - they will not be allowed to take those belongings into the dining room, for safety reasons.
 - Guests may ask the Guest Services Welcome Desk to tag their bag and store it during meal times in a locked office but pick up times will vary depending on staffing availability after meals.
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Metro Overflow Response:

From Nov. 1, 2019 – March 31, 2020:

When temperatures reach 28 degrees Fahrenheit based on an official local forecast by the National Weather Service, Metro will activate its overflow cold weather shelter and admit individuals and families once non-profit shelter capacity reaches 90 percent.

More information on how to access the overflow shelter is forthcoming.

Day Shelters:

- Room In The Inn, 705 Drexel Street, 37203:
Day Center hours are open Monday through Sunday 6 am-4 pm
 - Nashville Rescue Mission: During the cold winter weather, people are invited to sit indoors to stay out of the elements. All of the community values apply to the night and day shelters alike.
Locations:
Men’s Guest Services: 639 Lafayette Street, 615-255-2475
Women’s Guest Services: 1716 Rosa L Parks Blvd, 615-312-1574
 - Community Care Fellowship: 511 South 8th Street, 37206
Open Monday – Friday, 9 am to 3 pm
Services offered: meals, showers, laundry, hygiene products, clothes closet, career counseling and connection, overall counseling, and referrals to community providers.
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Outreach & Canvassing:

The following organizations are coordinating their day outreach services: Homeless Impact Division of Metro Social Services, Mental Health Cooperative, Oasis Center, Open Table Nashville, Operation Stand Down Tennessee, Park Center, Salvation Army, Street Works, the VA (Veteran Affairs local team).

Night Canvassing: Open Table Nashville will provide street canvassing with volunteers to do wellness checks and help people get to shelters.

Volunteers are encouraged to canvas early and call organizations ahead of time to ensure a warm hand-off is in place every time people are dropped off at a shelter (**canvassing is not the same as offering transportation**). Transportation to the shelters should be provided during afternoons and in early mornings to allow people to ensure people are not stranded).

Transportation:

WeGo Public Transit:

From Nov. 1-March 31, WeGo Public Transit makes up to 350 Cold Weather bus cards (to be used when temperatures drop to 32 degrees Fahrenheit and below) available to community outreach workers who are trained by the Metro Homeless Impact Division as housing navigators. **It is up to the discretion of the housing navigators** to identify the most vulnerable people in need of these cold weather cards.

These 350 cards are in addition to the nearly 500 annual bus cards that housing navigators currently utilize with people experiencing long-term homelessness as they work toward housing.

With the 350 Cold Weather Cards, a total of 850 bus cards are available to assist people accessing shelters during Nov. 1-March 31.

Volunteer Transportation:

It is important to understand that transportation offered by volunteers is separate from outreach services, canvassing and wellness checks provided by outreach teams, OEM volunteers, and Metro first responders including the Metro Police Department.

Volunteers that organize to offer transportation are asked to call shelters ahead of time if they arrive after hours (see shelter plan above for appropriate phone contacts). We encourage routine volunteers to build relationships with shelter staff ahead of time to ensure a warm-hand off, which includes calling ahead of time to let staff know when you are expected to drop people off and escorting people into the building. In addition, it is important to ensure that people you drop off have a way to leave the shelter location in the morning. Please organize accordingly and ideally provide the same service of transportation in the morning.
