**Rowan Helping Ministries**

**Current Operations**

**Sheltering Services**

1. **New or Re-Admit Guests**
	1. Robertson-Stanback Center Shelter Services: (24/7) New individuals entering the shelter must come from a residential center where they have been symptom free for 14 days or coming immediately from isolation or a hospital with a negative COVID 19 test.
	2. New Tomorrows and Jeannie’s Kitchen have been repurposed to serve as additional day rooms to provide more physical distancing.  Guests are sleeping head to toe with an empty bed between when possible.
	3. Guests who leave for 24 hours are not re-admitted unless they meet qualifications above. (COVID 10 Capacity: 40 men/12 open & 20 women/13 open) (Front desk 704-637-6838 ext 121)
2. **Homeless awaiting COVID 19 test results**
	1. Lodging Locations
		1. Robertson-Stanback Center COVID 19 Isolations Rooms (24/7) – rooms are provided for isolation for homeless individuals who are waiting on COVID 19 test results. (Capacity: 4 rooms which can be used by individuals and families)
		2. Hotel Lodging is provided by Rowan County should the Robertson-Stanback Center capacity be exceeded.
	2. Test result procedures
		1. If negative, guests will enter shelter services option I.
		2. If positive, guests will be transported by EMS to hotel to convalesce. Rowan Helping Ministries will provide meals.
3. **Additional Lodging**
	1. Ralph W. Ketner Crisis Assistance Center: (24/7) 14-day Shelter in Place Service to transition to Robertson-Stanback Center. (Capacity: This will transition 7 homeless individuals every 14 days.)
	2. Hood Theological Seminary: We are partnering with Hood Seminary to house situationally homeless due to COVID 19 job loss. This effort is focused on families and individuals who are not protected by the “stay” on evictions (i.e. hotels or informal paid boarding situations) We work with these families to find jobs or unemployment income and assist in finding permanent housing. (Capacity 10 rooms) (704-637-6838 ext 110)
	3. Eagles Nest Transitional & Permanent Supportive housing: We are operating 10 apartment units for transitional housing for individuals and 3 permanent supportive houses for families. (Capacity: Transitional Housing 10, 1 open, Permanent Supportive 3 housing, 1 open as of 4/27)
4. **Contingency Plan**
	1. Catawba College: Contingency plan for well individuals. If we become a “sick” facility our contingency plan is to move well people to Catawba College auxiliary gym. EMS will provide cots. Rowan Helping Ministries will staff the facility and provide sheets, towels, laundry service, toiletries, and meals.

**Homeless Outreach**

* Day Showers – We continue to offer this service to provide the opportunity for people who live on the streets to wash and maintain their hygiene.  We provide cleaning supplies for them to clean the bathrooms before and after use. Showers are available at the Ralph W Ketner Center from 12:30pm to 3:30pm. (Capacity can expand hours up to 6 hour a day, if needed. Currently about 10 individuals are coming in for showers daily)
* Restrooms – Restrooms in Jeannie’s Kitchen will be open to the public from noon to 1:00 everyday and we will fund 2 Porta-Johns with hand washing sinks to be stationed at the public parking lot on Lee St. between E. Council St. and E. Liberty St.
* On Campus Outreach – Staff are checking in regularly with individuals who pick up to-go lunches from Jeannie’s Kitchen to determine if we can assist them with sheltering or housing options. Coordinated Assessment is completed to help determine if individuals qualify for funding support or special programs.
* Off Campus Outreach – Staff responds to requests to check on homeless individuals. Email details of where to find individuals to Director of Client Services, Sherry Smith: ssmith@rowanhelpingministries.org or 704-637-6838 ext 104)

**Homeless Prevention and Housing Assistance**

* Financial Crisis (Ralph W. Ketner Center) – All Financial Assistance is handled by phone 704-637-3868 ext 119
	+ Eviction prevention – Although utility companies have postponed shutoff and there is a stay on legal evictions, some individuals are losing housing. If reasonable we will assist to keep someone in their home or redirect them to the program offer through Hood Seminary.
	+ Housing Assistance – Assistance with 1st month’s rent, past utility bills to allow connection to at new rental and utility deposits. Under special circumstances we assist with up to 3 months’ rent.
	+ Medications – Assistance with emergency prescription medications while we work with the individual to enroll in programs with Community Care Clinic or CRCHC.
* Housing Coordination:  Our housing coordinator is working with clients and landlords to determine what might be available and affordable to help house situationally homeless and sheltered individuals who have the financial ability to move to permanent housing. The housing coordinator also coordinates furniture donations to recipients. Contact Sarah Guzman at sguzman@rowanhelpingministries.org or 704-637-6838 ext 110.

**Food Programs:**

* Food Pantries: Each family regardless of size receives the same quantity of food packed by volunteers.  Those who qualify (most people) also receive prepacked Family Food Bags (USDA).  Check in, then Drive through service.   Meals on Wheels is partnering with us to deliver our pantry items to clients who are immunocompromised or elderly and have no one willing to come pick up for them. No appointment necessary. For special assistance or to set a pickup time call 704-637-6838 ext 125
	+ Location/hours information:
		- Salisbury – Ralph W. Ketner Center - 226 N Long Street, Salisbury, Monday -Friday 8:00AM to 3:30PM
		- West - 785 Grampian Rd, Mt Ulla – Fridays 9:00AM -11:00AM
		- East - 2570 St. Peters Church Rd, Salisbury – Saturdays 8:00AM – Noon
* Jeannie’s Kitchen (Robertson Stanback Center):  Guest are provided 3 meals a day.  To-go lunch boxes are provided to community guests at the door between 12:00PM & 1:00PM.  Between mealtimes coffee and snacks are provided to entice folks to “shelter in place” and not visit the local convenience stores.
* Food for Thought:  We continue to provide Food for Thought weekend food bags for school children. We are serving 1,100+ students each week through the school bus meal delivery system.

**Prayers needed:**

* Please pray for our team.  These are “scary” times and we have a very dedicated team who are going above and beyond.  100% of our staff are working; 85% of our staff are essential on-site workers. We have hired an additional 6 people to provide added services. Rowan Helping Ministries is providing face masks and gloves and ear thermometers to employees who did not have them. All hourly employees who are working on-site are receiving $1.50/hour additional pay for additional work responsibilities and expectations placed on them at this time.
* Please pray for the homeless who have nowhere to go.  The places that folks went to get out of the weather or use the restroom are closed and we cannot take in new guests.
* Please pray for all those on the front lines during this time.
* Please pray for our food program supply chain as we are experiencing interruptions, delays and cancellations. Many have stepped up to donate, helping to ease this burden.
* We also have many things to be thankful for.  We are Counting our Blessings on boards in each building.  We are highlighting many of these on Facebook, Twitter and Instagram.  Please take time to share our posts on social media.

Kyna Grubb, Executive Director

kgrubb@rowanhelpingministries.org

704-637-6838 ext 101