

Warming Center Overflow Site Protocol and Communication Plan

1. On nights where large guest numbers are projected either due to severe weather or prior guest participation, an extra lead staff member will be activated to the primary SB downtown site with anticipation of activation at Presidio Springs (overflow site). Two additional staff will be on call until 10 pm.
2. On any night of activation the Warming Center Director (WCD) will be on site or be in direct communication with the site lead staff at the downtown SB WC location.
3. When WCD determines the SB site is at 90% capacity the overflow site will be activated.
4. At this time a specific notification will be sent to OEM, Cottage Hospital, SB Sheriff, SB City Police to inform them that the overflow site is activated. WC referrals from Cottage Hospital, Sherriff or Police will call the WCD directly to determine appropriate referral which may include:
 - a. Casa Esperanza Medical Bed
 - b. Reserved Vulnerability Bed at first activated site
 - c. Directly to Presidio Springs for overflow bed.
5. When Presidio Spring is activated the extra lead staff member will break away to the overflow site, and Rock Star Cab Company will be called to begin transportation of guests to Presidio Springs; and the two on call staff will report to duty at Presidio Springs.
6. Rock Star Cab will begin pick up from Presidio Springs beginning at 5:30 a.m.

Plan to Refer those Eligible to Casa Esperanza

- WCD is working with C3H and Common Ground Volunteers to pilot a program where highly trained volunteers will access appropriate guests waiting for WC beds between 5 pm and 6:30 pm.
- Volunteers will encourage appropriate guests to transfer to Casa Esperanza Shelter Program. (Please note this pilot program is dependent upon C3H and Common Ground recruiting and scheduling appropriate volunteers.)
- Up until 7 pm Casa Esperanza will accept any referrals of guests deemed appropriate by Common Ground Volunteers.
- WCD will arrange Rock Star Cab Transportation of these individuals to Casa Esperanza.
- After 7 pm Casa Esperanza will accept referrals only through SB Police and Cottage Hospital.
- In addition all 20 on-call Warming Center staff have been trained to access and encourage appropriate referrals to a variety of services.