

Neighborhood Meeting Agenda: Shelter Operations

Date: April 28, 2026
Time: 6:15 PM - 7:30 PM
Location: First Church Somerville - 89 College Avenue
Facilitator: Somerville Homeless Coalition and First Church Somerville
Topic: Day-to-Day Shelter Operations

- **Welcome**
 - Purpose of Meeting
 - Share information about upcoming shelter relocation and operations
 - Hear nearby neighbor questions/comments/concerns and problem-solving
 - Introductions
 - Mike Libby, SHC Executive Director and SHC Team
 - Elizabeth Davenny, FCS Moderator and FCS Team
 - Meeting Guest Introductions
 - Meeting Guidelines:
 - Respectful Dialogue
 - One person speaking at a time
 - Concise comments/question to allow others enough time to speak
 - Focus on day-to-day shelter operations and activities

- **Shelter Operations Review**
 - Attached Document: *“Shelter Operations Overview”*

- **Open Floor / Dialogue**
 - Questions, Comments and Discussion

- **Future Meetings Schedule**
 - **Location:** **Zoom Only** (Link shared via email from shelterinfo@shcinc.org)
 - **Hours:** **6:00-7:00 PM** (*may end earlier if meeting is finished before 7pm*)
 - **Weekly:** May 21; May 27; June 3; June 11th - (*First Month of Operation*)
 - **Monthly:** July 15; August 12; September 9; October 7 - (*First 5 Months*)

- **Follow-Up Items**
 - High Level Meeting Outputs from April 28th meeting
 - Sent to members of shelterinfo@shcinc.org distribution list

- **Wrap-Up**

Shelter Operations Overview

General Operations

- **Moving and Relocation:** Tuesday, May 19, 2026 - *Daytime Move*
- **Shelter Operations Start:** Tuesday, May 19, 2026 at 4:00 PM
- **Hours of Operation:** Daily 4PM-8AM (p. 8: #16 - Shelter Operations Document)
- **Number of beds:** 26 (*at full capacity*)
 - **Bed Phase-In Schedule:** (p. 7: #15 - Shelter Operations Document)
 - **May 19 - June 19:** 16 Beds
 - **June 20 - July 19:** 21 Beds
 - **July 20 onward:** 26 Beds

Communications (p. 9-10: #17 - Shelter Operations Document)

(below listed contact information will be posted on website)

- **shelterinfo@shcinc.org**
 - General comments/questions/concerns/notifications
 - Items not of an urgent nature
 - Email response by end of following business day
 - Emails are received by both SHC Leadership and FCS Leadership
- **office@firstchurchsomerville.org** (p. 12 #24; p. 13 #28) - Shelter Operations Document
 - Church Building related questions and church-related events
 - Emails received by FCS staff - **email is best option for communication**
 - FCS Office Phone: (617) 625-6485
- **SHC Shelter Phone and Text Communications Overview**
 - Landlines will receive calls and voicemail messages
 - Mobile phone number receive calls, text messages and voicemail messages
- **Shelter Phones (onsite)**
 - Daily: 4PM-8AM
 - Landline: (617) 623-2546
 - Text/Call: (617) 290-7693 (mobile onsite)
- **On-Call Shelter Phone**
 - Monday-Friday: 8AM-9AM
 - Saturday & Sunday: 8AM-4PM
 - Text/Call: (617) 230-0456 (mobile)

- **SHC Main Office Phone**
 - Monday-Friday: 9AM-5PM:
 - Main Office Landline: (617) 623-6111 (*Front Desk or x113*)
- **Issue Tracking Log**
 - Neighbor concerns brought to the attention of shelter program
 - Patterns/Emergent trends discussed at future Neighbor Meetings

Safety (p.4 #9; pp. 9-10: #17 - Shelter Operations Document)

- **Emergency Situation**
 - Emergency requires immediate action due to the risk of serious harm/danger
- **Examples:**
 - Severe medical situation (e.g. unresponsive person)
 - Escalating argument or an altercation
 - Situation where someone may be at imminent risk and/or unsafe
- **1st: Call Emergency Services: Dial 911**
- **2nd: Notify the Shelter:**
 - 4 PM - 8 AM (Daily): (617) 623-2546 and/or 617-290-7693
 - 9 AM - 4 PM (M-F): (617) 623-6111 and/or (617) 230-0456
 - 8 AM - 9 AM (Daily): (617) 230-0456 (text enabled)
 - 8 AM - 4 PM (Sa-Su): (617) 230-0456 (text enabled)
- **Urgent Situation**
 - Issues that are not an emergency, but may need prompt attention
- **Examples:**
 - Disturbance and/or noise concerns outside
 - Guests on unauthorized private property in the neighborhood
- **Notify the Shelter:**
 - 4PM-8 AM (Daily): (617) 623-2546 and/or 617-290-7693
 - 9AM-4 PM (M-F): (617) 623-6111 and/or 617-230-0456
 - 8AM-9 AM (Daily): (617) 230-0456 (text enabled)
 - 8AM-4 PM (Sa-Su): (617) 230-0456 (text enabled)

Behavioral Expectations (p. 6: #12-#13 - Shelter Operations Document)

- Shelter uses a warning system to notify guests when they are not following program rules and to address inappropriate or disruptive behavior.
- The system is designed to identify inappropriate behavior and support correction and accountability based on guest policies.
- Certain behaviors may lead to discharge from program (e.g. illegal activity, etc.)
- Staff are trained to enforce policies that maintain a safe, secure and accountable environment

General Day-to-Day Items (p. 10-12: #19 - Shelter Operations Document)

- **Facilities**
 - Regular Trash/Recycling services provided by private waste management
 - Current: Weekly
 - SHC will evaluate need for more barrels and/or frequent pick-ups
 - Pest Management services will be performed (p. 11: #20 - Shelter Operations Document)
 - Interior/exterior
- **Deliveries** (p. 11: #21 - Shelter Operations Document)
 - Food/Supplies delivered through 89 College Ave. door, when feasible
 - Larger deliveries may need to be delivered through accessible flat entrance
 - Most deliveries between 9AM-5PM/Monday-Friday (*some exceptions may occur*)
- **Entrance / Exit**
 - Primary shelter entrance/exit: yellow door (89 College Ave side)
 - Accessible Entrance: Francesca Avenue
 - Used for Mobility Needs
 - Certain Deliveries
 - First Responders
 - Church Use Remains Unchanged
- **Loitering** (p. 5: #11 - Shelter Operations Document)
 - Staff will actively remind and redirect guests, as needed, not to loiter
 - Guest are expected, upon leaving shelter, to proceed to their destination outside of neighborhood (e.g. Davis Square)
- **Smoking** (p. 5: #11 - Shelter Operations Document)
 - Current designated smoking area is on 89 College Avenue to the left of the primary shelter (yellow) entrance/exit door