



Orientation

Welcome to the Kearney Center. Our mission is to be a 24-hour comprehensive emergency service center that serves as a point-of-entry into assistance by coordinating services and responding to immediate needs of individuals and families until appropriate permanent housing can be arranged

Important times to know

Time	What is occurring
4:00am	Clients may exit the front of the building
5:30am-5:50am	Access to wing storage closet
7:00am	Front atrium opens, front doors are unlocked
7:00am-7:20am	Access to wing storage closet
7:30am-8:15am	Breakfast is served
8:15am-9:00am	Clients on cleaning duty are expected to clean the dorms
8:30a	Computers become available
8:30am-4:30pm (M-F)	Social Services are offered in the offices in the central service area
7:30am-5:00pm	Dorm wings are closed
11:30am-12:30pm	Lunch is served in the dining room
1:15-1:30pm	Access to wing storage
2pm-3pm	Mail call; come up to the Front Central Control booth and bring ID
5:00pm	Dorm wings re-open – Computers & phones shut down, access to wing storage
6:30pm-7:30pm	Mail call; come up to the Front Central Control booth and bring ID
7:00pm-8:00pm	Dinner is served in the dining room
7:00pm	Clients who are in the center at this time are considered in for the night and are not permitted re-entry to the center if the client leaves the property.
7:30pm	Check-in begins at Men's and Women's Control Stations
8:00pm	CURFEW TIME /Also, back of the property, dining room and kitchen closed
8:00pm-8:20pm	Access to wing storage
9:30pm	Central area closed and only Wings are open at this time. Showers closed.
10:00pm	Lights out in dorm wings- All electronics off in the dorms –Evening chores begin
11:00pm	Gathering rooms closed
<p>*On weekends Brunch is serviced from 10:30am – 11:30am and Dinner is served from 6pm – 7pm* *On weekends check-in begins at 6:30pm*</p>	

NEW CLIENT ORIENTATION

On Monday, Tuesday and Wednesday at 6pm new client orientations are held in the GED room. This is a great opportunity to ask questions about available services and rules at the Kearney Center.

CLIENT ID

During the intake process, all clients receive a 'Kearney Center' ID. If client happens to lose the ID for any reason, client can have one ID reprinted. **A client may only receive two ID cards per year!**

ANYTHING AND EVERYTHING MEETING

On Tuesday, there is an 'Anything and Everything' Meeting held at 5:30pm in the Waiting Room located near the front of the center. Usually a Director and Board member attend this meeting, as an opportunity for client voices to be heard. **You are encouraged to join and ask questions and provide suggestions.**

LAUNDRY

For clients who receive overnight services, there is a sign-up sheet in the Dormitory Control Station. Sign-ups begin at 5p Monday-Friday and it is first-come first serve since there is limited availability. Clients are eligible to wash once per week. During the weekend, only working clients have access to wash. For clients who do not receive overnight services, please go to the Welcome Desk during business hours to get more information on daytime laundry services.

CASE MANAGEMENT

The case management team's primary role is to assist clients in obtaining more permanent and stable housing. Case managers link clients to services like housing assistance, budgeting, transportation, medical care, and more. We invite you to meet with case management and work on your own path to housing!

- ☞ Clients may sign up for case management Monday-Friday at the Services Desk at 8:30a-11:30a and 1p-4:30p. Evening case management is from 5:00p-8:00p for individuals who work during the day (see Central Control for more information)

TEMPORARY EMERGENCY HOUSING POLICY

Eligibility & Placement

Clients may stay overnight at the center only if they are experiencing a housing emergency and require temporary emergency shelter. Eligible clients are first assigned a cot and have limited storage access. While staying 14 straight nights at The Kearney Center, a client needs to complete the Pathways to Housing assessment in order to request bed and storage locker assignment. The Pathways to Housing Assessment will help determine what housing plan is best for each individual client.

Clients may be asked to discuss their housing plan in order to continue staying at The Kearney Center. If the client refuses to work on a housing plan or declines an identified housing option without presenting an appropriate alternative, they will no longer be eligible for overnight services.

Bed Assignment

Clients assigned to a bed and storage locker are expected to stay every night at The Kearney Center until they are ready to move to permanent housing. Clients who miss a night for any reason other than a personal medical emergency will lose their bed assignment and return to a cot for a minimum of 14 days. In the case of medical emergencies, hospital documentation will be required upon the client's return to the center. Clients with evening and overnight work or class schedules are required to provide a copy of their schedule to staff to make sure their bed assignment is saved on the evenings worked.

- Beds are to be neatly made before exiting dorm in the morning and all personal belongings put away.
 - Individuals who do not neatly make their beds before exiting in the morning will forfeit their bed and locker and will be assigned a cot.
- Individuals assigned a bed and locker may store their personal belongings in their assigned locker and up to one additional bag in the storage closet.
- **For safety and cleaning purposes, NO personal belongings may be left on the beds, under the beds, under the mattress, or hanging from the bunks.**

- *ALL personal belongings left out, including personal blankets or linens will be discarded during the morning clean up. If a client decides to use personal linens at night, they need to put them away in their locker or storage closet bag before exiting in the morning.*
- Individuals with bed and cot privileges are required to participate assisting with evening chores per the chore schedule.

Individuals who are assigned a bed and do not participate in assisting with the scheduled chores forfeit their bed and locker privileges and be placed on a cot.

BUS PASSES

Overnight Clients:

- ✦ New clients utilizing overnight services will be issued a 30-day bus pass from staff at the front control station. Eligibility begins the morning after a client's first overnight stay.
- ✦ Clients can renew their 30-day bus pass by staying 15 of the last 30 days. Otherwise, clients will need to follow day client protocol in order to renew/obtain a bus pass.

Day Clients:

- ✦ Clients who do not regularly stay overnight will only be issued a new or renewal bus pass if they have a referral from an advocate at a partner agency.
- ✦ Clients obtain their referral forms directly from their advocate at the partner agency, and not through the Kearney Center.
- ✦ Clients who have a referral form will be issued a 30-day bus pass Monday through Friday between 9am-11a and 1p-4pm.

COMPUTER & PHONE POLICY

Computers and phones are available from 8:30 a.m. to 4:30pm. Clients may sign-up at the Services Desk to use the computer on weekdays. On weekends, clients may ask staff in the Central Control booth for assistance getting on the computers. Computer use is limited to 30 minutes, extensions may be granted with staff approval.

Please be aware that staff has discretion to determine what is and is not appropriate use of the computers. If a client is inappropriately using the computers, computer privilege is removed for at least 24 hours.

Documents can only be saved under "My Documents" and the computers will be automatically wiped clean each night. Please see a staff member if you need assistance with printing.

PERSONAL ITEMS & STORAGE

Clients are expected to keep an eye on their own belongings at all times—Items left unattended will be discarded. Items are not held in the Central Control Station or in the arrival lobby. Any items stored in these locations are at risk of being discarded. Do not leave bags unattended, do not give them to another client to watch for you.

The Kearney Center reserves the right to search your belongings for contraband at any time
We partner with LCSO and do random searches for contraband with their K-9 unit.

WING STORAGE CLOSET:

Wing Storage Closets are opened at 5:30am/7a.m./1:15p.m./5p.m./8p.m. A client may choose to store one personal bag at their own risk in the storage closet. It is highly recommended that personal belongings that are important to an individual are stored in the under bed lockers or kept on the individual and to only utilize the wing storage closet for non-essential belongings. The storage closets are frequently used by the community and The Kearney Center is not able to guarantee the security of personal belongings left in the storage closet. **There**

are also ‘Storage Clean Out Days’. Storage clean out days are typically announced and posted around the facility a week in advance. Once an overnight client exits the program, all items should be removed from storage within 5 days of exiting the program. Clients assigned to a bed or cot are permitted one piece of luggage in the storage closet.

HEAT TREATMENT TO MINIMIZE PESTS

To make sure belongings are free of bed bugs and other pests, all new items brought into the facility will need to go through our heat treatment. Each cycle of heat treatment lasts about 6 hours and clients may retrieve their items in the Men or Women’s booth. All belongings going into heat treatment need to be labelled with the client’s name and client ID number.

RULES & EXPECTATIONS

1. **Be respectful to all persons at the Kearney Center and the neighborhood where we are located.**
2. **All overnight clients will be required to complete daily chores. The chore will be assigned by bed number or cot section and posted. Clients are expected to keep track of when they are to complete their respected duties. Failure to participate in required chores will result in loss of bed.**
3. **No illegal drugs or alcohol are permitted on the premises- We reserve the right to search your belongings for contraband at any time. We partner with the Sherriff’s Office and their K-9 unit performs random search for contraband.**
4. **No weapons are permitted on the premises.**
5. **No illegal activity – (stealing, gambling, violence, dealing drugs, harassment, etc.).**
6. **Adhere to the “No Smoking” signs. No smoking of e-cigarettes or vaporizing inside the building. There is NO SMOKING on any of the decks. Smoking in the back yard (on the grass or sidewalk) is fine, just please adhere to rule #7.**
7. **Properly dispose of all cigarettes/trash in the proper receptacles.**
8. **No loitering at the front entrance, parking lots and front lawn; please utilize our backyard and services areas.**
9. **No loitering at bus stops, apartment complexes, gas stations, etc. – Please be a good neighbor. Do NOT throw trash, cigarettes, etc. on the streets.**
10. **Return all facility furnishings to original location.**
11. **Please use your inside voices while at the facility.**
12. **Cursing and derogatory language is not permitted at the Kearney Center.**
13. **No threatening.**
14. **No sexual contact.**
15. **No sitting on the floor (unless you are waiting in line)**
16. **No laying down on the furniture/floor; this includes putting feet up on the chairs/furniture.**
17. **No music through radios, speakers or phones. Use of headphones is permitted.**
18. **No outside food or drinks. This includes powdered drink mix (e.g., instant coffee, soft-drink mix)**
19. **Shower regularly. Be thoughtful of others and maintain personal hygiene.**
20. **No cutting in line.**
21. **Respect confidentiality and do not film or take pictures of staff members, volunteers, community service workers or other clients without their permission.**
22. **No selling goods or services of any kind.**

Helpful Information

Name of the facility:	The Kearney Center
Telephone number:	☎ 850-792-9000 (x0 for front Control Station)
Fax Number:	850-536-6053
Mailing Address:	2650 Municipal Way Tallahassee FL, 32304
Public Transportation (Star Metro) routes:	https://www.talgov.com/starmetro/starmetro-routes.aspx