

Gathering DSC/HSC Information - Version 4		
Id	Interview Questions	Answers provided at the interview
1	HSC Contact Information	
2	Facility name	Prado Day Center
3	Address	43 Prado Road, San Luis Obispo, CA
4	Phone Number	805-786-0617 Extension 11
5	Person interviewed	Shawn Ison
6	Interview date	4/11/2013
9	DSC Organizational Structure	
10	The DSC is comprised of how many facilities?	Day Center Services Case Management
11	Day Resource Centers	
12	What is the objective/mission for this facility?	(1) To create opportunities for clients to secure employment and to transition back into productive society. (2) To provide a safe haven for homeless individuals and their families from the elements and access needed services. (3) To coordinate multiple services in a centralized location through a number of healthcare and human-service providers.
13	How many days is the facility open per year?	364 days a year (not Christmas)
13A	Hours of operation	8:30 am - 4:30 pm
13B	How many do you serve per day?	120 - 190 people per day
17	What is the maximum length the client can use the services	no maximum
14	What services do you provide at this facility? (e.g. mail, showers, bike lockers, laundry, meals, voicemail, computers, counseling, job training, outreach, case management, social service referrals)	Mail, showers, bike lockers, laundry, breakfast and lunch, bus tokens, voicemail, computers, on site health screening, debt services, Veterans Admin services, one-stop career center, sleeping bags.
15	Is there a waiting list for this facility? If so, how many are on the wait list on average?	No
16	How are people referred here?	Department of Social Services, word of mouth, other agencies

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18	Do you require a background search, warrant check? Do you accept people on probation?	Do not do a warrant check. They run the photo id against the sex offender database. They accept people on parole or probation.
22	Do you issue an Id card for this service?	No id card is issued.
19	What is the intake process?	They use the Homeless tracking system through the county. The intake is behavior based - behavior must be appropriate.
20	Do you require the client to be clean and sober? Do you perform regular drug testing?	Perform breath testing but not drug testing. The client is suspended if they are found in possession of or using drugs.
21	Are there any agreements or rules that people must abide by? What are the consequences if they don't?	Yes, there are 3 pages of rules that describe appropriate behavior and stages of suspension.
23	Do you monitor the activities in this facility throughout the day? If so, how is the monitoring done?	Yes, there area many volunteers on premises throughout the day.
24	Do Community Service Officers monitor the day program?	No.
25	Are there volunteers/peer counselors that provide any of the day program services?	There are many volunteers in the environment as well as AA meetings and support groups
25A	Do your clients do chores in exchange for services?	Clients do chores for bus tokens, getting their laundry done, sleeping bags, new shoes, etc The chores vary between cleaning out the microwave, wiping down tables, sweep/mop the kitchen floor to vacuuming/cleaning the case management vehicles depending on the clients ability and the item for the chore.
25B	Do you take or withhold any of the clients income for your services?	If the client is involved with case management, case management sets aside money for housing. It takes about \$3000 to get into housing.

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25C	How does the community view your center?	<p>The community has always had mixed feelings. There are many in the community that are anti-homeless and would prefer we not have homeless services in our county.</p> <p>However, we have a HUGE amount of community support (volunteers/donors (monetary and physical donations)/meal providers). Over half of our annual budget is private fund-raised dollars, we see at least 5 volunteers a day for breakfast serving/front desk volunteering, People's Kitchen is comprised of 100's of volunteers (they are a separate program that serves lunch on our site, you can look up their website information under San Luis Obispo's People's Kitchen), almost all of our day to day client needs are provided by our community supporters (all breakfast items, toiletries, laundry detergent, towels, office supplies, etc).</p> <p>We could not do what we do without the community support we have, it's phenomenal.</p>
25D	Did you need to call the police concerning the day services center? If so, how many times have you called in the past 12 months?	Called the police maybe 1 time per month for a behavior issue (e.g. escalation "I'm not leaving, so call the police.")
47	Community	
48	Do you take local residents before other candidates? If so, how do you determine if a person is a local resident?	There is no preference for local residents.
49	How far away is the DSC from the center of town?	2 miles from downtown
50	Are there any other HSCs in the county	(1) SLO-Maxine Lewis Memorial Shelter (50 beds) (2) Atascadero - Night shelter program
45	Have you seen an increase or decrease in homelessness in the last 5 years?	Increase, but not significant
52	Has your HSC experienced any litigation in the past 5 years? If so, please describe.	Some bad press but it is not valid (valid is not the word interviewee used)
53	Overall Questions to the HSC or DSC	
54	Have you seen a change in the type of clients you have served in the past 5 years? If yes, please describe the change.	We are serving some AB109 program people now. Also serving younger people, and mentally ill people - people who are falling through the cracks.
55	What is the biggest lesson that your HSC has learned in the past 5 years?	Have worked here for 15 years, it is now a different population that needs help.

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56	What has worked well at your HSC and what one thing would you change?	Housing is needed. This is a college town and housing is expensive.