

KHT & NEC

PROPOSAL FOR SERVICES

WILLAND WARMING CENTER 2023-2024

This proposal aims to fulfill the terms required by the Tri-City Municipalities, as listed in the Request for Proposals for the Tri-City Willand Road Warming Center.

OVERVIEW

Staff of Karlee's Home Team is partnering with the New England Cavalry to run a low-barrier warming shelter with the intention of providing a safe environment in which the unhoused/displaced population can have their basic needs met during the coldest season of the year.

Objective

It has been apparent with each year of the Tri-City's warming center opening that the most effective way to keep the most vulnerable of our population safe is through a low-barrier shelter staffed with trauma-informed professionals. The implementation of SOS's low-barrier shelter last year proved this method to be successful: no deaths occurred on site, and no exposure-related deaths occurred within the Tri-City area. Karlee's Home Team and the New England Cavalry intend to work collaboratively to continue the success of the former year.

This proposal introduces a collaborative effort between two trauma-informed non-profits that target providing access to resources meeting the needs of the most vulnerable populations.

Experience:

Karlee's Home Team founder and Rochester Councilor Amy Malone intends to act as the Willand Warming Shelter's Shelter Coordinator during the duration of the shelter's opening. She started the first Youth Rapid Rehousing Organization Program in the state, housing up to 22 unhoused youth within the Tri-City itself. She has volunteered and/or worked with warming shelters for the past several years and is actively involved in coordination with other stakeholders within the Tri-City area. She's been involved in Tri-City social work-related services for the past six years, largely focused on the unhoused population, often experiencing SUD comorbidity.

Counselor Amy has recruited multiple connections made through her hard work and dedication to fulfill the roles required to run and maintain a healthy environment for the individuals staying in the warming center.

Staffing:

- Amy Malone, Shelter Coordinator, intends to work 9p-5a three evenings a week, to rotate according to other staff.
- Rachel Adams, Shelter Manager, intends to work 9p-5a three evenings a week, to rotate according to other staff.
- Kevin Corbin, Shelter Manager, intends to work 9p-5a three evenings a week, to rotate according to other staff.
- Emergency Services peers will be employed per-diem as is suitable, including 2 CRSW certified employees.
- A volunteer SignUp sheet has been created on SignUp.com and is being monitored by Rachel Adams
 - Schedule is written in 24-hour format and shifts are split between 4 hours

Coordination Experience:

- Amy Malone and Rachel Adams both have an extensive history of case management that has resulted in connections being made across the Seacoast area. Due to their experience working in Waypoint- and Amy's experience creating a housing program for vulnerable youth- they both have extensive experience with HMIS and Coordinated Entry.

Training:

- Kevin Corbin and Amy Malone will be providing in-person trainings that focus on
 - Safe and effective de-escalation techniques
 - Trauma-informed approaches to individuals expressing negative SUD or mental health-related behaviors.

Referrals:

- Due to years of case management experience and extensive connections, Amy Malone and Rachel Adams are knowledgeable about existing local resources.
- Kevin Corbin plays a very active role in the SUD non-profit field and has multiple connections to referral sources and existing support groups.
- Also included in staffing are Peers, hired specifically due to their lived experience with trauma, SUD, and mental illness.

MONTHLY TOTAL	\$ 21,250.00	\$ 51,250.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
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\$ 207,800.00

Rachel Adams

BSW Social Worker with 6 years of experience

Newmarket, NH 03857

rachel.lyn.adams@gmail.com

+1 540 676 5293

Fully Covid -19 vaccinated

Social worker with 6 years of experience

Practiced in clear and intentional communication with both team and clients, development and implementation of goal plans according to immediate situational needs, client de-escalation, and task delegation and prioritization.

Authorized to work in the US for any employer

Work Experience

Mobile Crisis Support Specialist

Behavioral Health & Development Services of Strafford County NH - Rochester, NH

June 2023 to Present

- Act as first responder alongside a clinician to a 988 Crisis Alert call through the New Hampshire Rapid Response Access Point to attend, support, and de-escalate during assessment
- Provide non-clinical, strengths-based support through the utilization of the Intentional Peer Support (IPS) model throughout a provided window of care
- Employ lived experiences, trauma-informed knowledge, and IPS Tasks/Principles to provide validation, emphasize self-value, and encourage self-autonomy
- Utilize various therapeutic interventions to reframe, encourage, and support clients, as appropriate
- Promptly complete and submit all necessary and relevant paperwork/documentation

Warming Center Coordinator

SOS Recovery Community Organization - Dover, NH

December 2022 to March 2023

- Completed visitor intake, signed returning visitors into shelter
- Correctly measured and logged all visitor statistics for each shift (age, gender identity, general living location)
- Explained/completed coordinated forms for all clients opting to participate
- Cleaned bathrooms, shower, floors, dining areas, around/beneath beds
- Cleaned up blood, urine, fecal matter, used needles
- Deescalated major conflicts between escalated visitors
- Regularly checked in with visitors and their well-being, paying heed to those actively using and assuring their safety (clean supplies, remaining inside, consistent steady breathing, in a safe location)
- Cleaned and bandaged abscesses, minor wounds
- Responded to multiple overdoses, provided naloxone and ambu bags, called for/engaged with emergency services, redirected nearby visitors
- Consistently checked in with individuals in shower or bathroom to ensure their safety
- Provided breakfast, enforced safety precautions as food was served
- Cleaned bedding and helped visitors complete their laundry in an organized and timely manner

- Helped arrange transportation for visitors incapable of using public transportation
- Built rapport and actively engaged with visitors, remaining unaffected by foul language and insults
- Provided consistent updates to staff during shift changes

Behavioral Health Professional

React Behavioral Health - Biddeford, ME

July 2021 to September 2022

- Worked with children ages 6-16 with diagnosed MH concerns
- Developed and engaged in age-appropriate activities that focused on targeted behaviors as indicated on individualized treatment plans
- Deescalated clients through various methods (guided intervention/problem-solving, encouraging to give space) and removed safety concerns when not immediately possible
- Validated and encouraged attempts of improved behavior and new activities
- Encouraged appropriate social interactions, personal accountability, and reinforced self-confidence
- Regularly reported to supervisor of concerns and progress made
- Completed notes indicating improvement on certain behaviors and detailing events

Street Outreach Worker

Waypoint - Rochester, NH

July 2019 to March 2021

- Worked closely and collaboratively with a professional team to ensure the needs of all clients were being met.
- Provided prevention, outreach, crisis intervention, intensive case management, support services and after care to homeless and runaway youth ages 12-22
- Work with youth to build trusting relationships, reduce and prevent sexual exploitation, and improve community awareness
- Provided needs assessments, survival aid and basic needs assessments, and referrals as the first point of contact for homeless and runaway youth on the street and in the community
- Outreach to different locations- individual agencies/local city resource centers, local events, through main city/town locations, and tent sites outdoors- to find and support potential clients and general homeless population, and to raise awareness of the agency and seek out persons in need
- Participation in weekly individual supervision and bi-weekly team analysis of individual clients and collective action with team-centered practices
- Person-focused supports centered on collaboratively made goals centered on combatting homelessness or housing instability
- Trauma-Informed Care knowledge and practice requirements
- Completed Goal Plans, Assessments, and Progress Notes as needed
- Provided support in naming, locating, and accessing resources according to needs on an individual basis
- Facilitated conversations between clients and community resource professionals to stabilize client foundation within community
- Facilitated conversations between families, as appropriate
- Provided transportation to and from doctor's appointments, food pantries, and other local resources
- Involvement in coordination-of-care plan development and implementation
- Applied behavioral/psychological interventions to aid client in areas including emotional regulation, development of coping skills, and medication information and compliance
- Frequent collaboration and development of connections with local agencies and welfare offices
- Practice in de-escalation, harm reduction, and crisis intervention as needed

Outreach Specialist

Seacoast Mental Health Center - Portsmouth, NH
December 2018 to May 2019

- Handle case assignments, such as drafting quarterly reviews and recording client progress towards self-set goals
- Independently and collaboratively make or provide connections to resources intended to help meet client's needs
- Aiding clients in accessing/navigating through community resources and information available
- Involvement in coordination-of-care plan development and implementation
- Participation in weekly team analysis of individual clients to coordinate treatment efforts
- Providing transportation to and from doctor's appointments, food pantries, and other local resources
- Adhere to professional standards as outlined by protocols, rules and regulations
- Recognizing and addressing or documenting symptomatic behavior
- Applying behavioral/psychological interventions to aid client in areas including emotional regulation, development of coping skills, and medication information and compliance.

Direct Support Professional

Community Partners - Milton, NH
January 2018 to September 2018

- Administer support in developing vocational skills for adults with Intellectual and Developmental disabilities ages 21 and above
- Provide necessary transportation
- Medication Certified
- Plan and execute group and one-on-one activities that support and develop individual needs including (but not limited to) personal hygiene, proper cooking and kitchen procedure, money and budgeting skills, literacy, computer skills, social boundaries, managing mental health symptoms, and medication application
- Take and complete daily notes recording the individual progress of clients documenting participation and service applied in direct relation to clients' Individual Service Agreements

Psychosocial Analyst

New River Valley Community Services - Pulaski, VA
May 2016 to August 2016

- Aid in the building of social skills through personal interaction and provision/guidance of activities,
- Recorded improvement and behavioral observations of up to 70 clients
- Organized and led groups of varying sizes that encouraged social growth and provided educational information
- Constructed plans for personal interventions aimed in building interpersonal skills and professional public conduct
- Primarily involved in client interaction with clients diagnosed mental illness or intellectual disabilities

Education

Bachelor's Degree in Bachelor of Social Work

Radford University - Radford, VA

2011 to 2016

High School Diploma

Franklin County High School - Rocky Mount, VA

2011

Skills

- Direct Support (2 years)
- Disability (1 year)
- Mental Health (2 years)
- Social Work (6 years)
- Crisis Intervention (4 years)
- Case Management (4 years)
- Developmental Disabilities Experience (2 years)
- Intake Experience (5 years)

Assessments

Customer service fit — Proficient

April 2021

Measures the traits that are important for success for customer service roles

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

- Acceptance of the scope of services identified in Exhibit A of the published RFP, including Essential Duties and Responsibilities.
- Acceptance of the Assumptions and Assurances identified in Exhibit C.
- Acknowledgment that this proposal and any information submitted in support of it may be made public in part or in the entirety.
- Any funding award associated with this proposal does not guarantee support or funding in future fiscal years.

Amy Malone
Signature
Amy Malone
Printed Name

10/25/23
Date

Kevin is the Owner and Operator of the New England Cavalry, here are some of his relative Certifications that qualify him to Operate a Warming Center. Kevin is FEMA Certified, OSHA Certified, HIPAA Certified, MOAB Certified, Narcan Certified, CPI Certified, CPR Certified, AED Certified, First AID Certified, Basic Life Support Certified and he's been trained in Crisis Planning.

Kevin currently works on the Mobile Crisis Response Team; he helps Operate 6 different Recovery Homes within the Tri-City area and He's Partners with a Non-Profit Group called Chucky's Fight that scholarships People into Treatment or Sober Living.

Kevin helped Facilitate the Warming Center Operation for Seabrook, NH in 2022. Kevin is currently seated on the CCBHC Stakeholders Advisory Council for NAMI.

Kevin a passion for People with a Heart for Service.

-Exeter High School 1999-2002
-Triton Regional High School
Graduated class of 2003.

Skills

-Yoga
-Forklift
-Rigging
-Roofing
-Nutrition
-Logistics
-Teaching
-Millwright
-Care Plans
-Knife Skills
-Dispatching
-Weight Loss
-Writing Skills
-Biomechanics
-Microsoft Word
-Microsoft Excel
-Loss Prevention
-Joint Operations
-Health Coaching
-Inventory Control
-Personal Training
-Defensive Driving
-Behavioral Health
-Patient Monitoring
-Patient Assessment
-Shipping & Receiving
-Motivational Speaking
-Employee Management
-Motivational Interviewing
-Heavy Equipment Operation
-Facility/Property Management

Certifications/Licenses

-IPS

-Journey Magazine
Recovery Testimonial

Avocation

-I currently sit on the "Stakeholders Advisory Council" for NAMI (National Alliance of Mental
Illness)

-I played Minor League Hockey, Professional Arena Football and I competed in MMA on UFC
Fight Pass for Combat Zone

-I'm an Ordained Minister in the Christian Faith.

-I ran for Selectmen in Seabrook, NH

I'm willing to relocate anywhere.

Experience

COUNSELING/COACHING

- Work intensively with job seekers and the under-employed, including leading workshops, resume development and conducting career assessments
- Assess needs and guide both local employers and jobseekers, facilitating lasting job placements
- Provide financial education workshops, including: budgeting, credit scores and home buying

CLIENT SERVICES

- Exceptional ability to identify and relate to people of unique backgrounds and demographics
- Provide individual and small group customer support and problem solving in person and remotely
- Dynamic communication skills and interpersonal strengths, encouraging success through needs assessment, counseling and one-on-one advising

BUSINESS DEVELOPMENT

- Successfully manage books of business and walk-in traffic while exceeding sales goals and quotas. Industries include education, retail, banking, financial, and government
- Named "Pacesetter" (top 10% of sales) 3 years in a row
- Selected to pioneer retail investment program in banking due to overall sales success

Work History

Mobile Crisis Specialist, Community Partners, Rochester NH 9/2021 - Present

Workplace Solutions Officer, BBVA COMPASS, Denver CO, 5/2017 – 6/2020

Client Relationship Manager, UMB BANK, Littleton CO, 10/13-05/17

Workforce Specialist/Business Dev. Rep, ARAPAHOE DOUGLAS WORKFORCE CENTER, Centennial CO, 10/11-10/13

Senior Sales Associate, NORDSTROM, Lone Tree CO, 8/07-10/11

Education & Certifications

Bachelor of Arts in Political Science; University of New Hampshire, Durham NH and Heidelberg, Germany

Intentional Peer Support Specialist Certification 11/21

CRSW (Certified Recovery Support Worker) in Training - 11/2022 - Present

OBJECTIVE

Resourceful, creative problem solver with strong engagement skills and background in leadership. Ability to assess challenging situations and enact solutions. Eager to direct a peer led agency where my experiences and leadership skills will contribute to a collaborative dynamic in a co-learning environment.

CONTACT —



(207) 641-9009



7 Frost St Apt C
Springvale, ME 04083



sanfordrose3309@gmail.com

EXPERIENCE

Mobile Crisis Peer Support Specialist

Community Partners, Rochester, NH. 11/21 – Present

- Uses own life experience to engage individuals in crisis, assists individuals in engaging in services and supports, and development of individualized recovery plans
- Provides peer support services in the community, mental health center, and in program settings
- Helps clients and families understand the systems of care available to them in the community
- Works independently as a part of a multi-disciplinary team to stabilize and support individuals with co-occurring, severe and persistent mental illness and substance use disorders
- Serves as an advocate and promotes self-care, illness self-management and wellness and recovery
- Builds relationships with community members, organizations and stakeholders
- Upholds IPS core values and fidelity and participates in weekly supervision and quarterly co-reflections

Board President

Infinity Peer Support Co-Op, Rochester, NH 6/21- Present

- Presides at all meetings of the board, the annual meeting and at any special meetings of the cooperation
- Act as an ex-officio member of all subcommittees
- Have the authority to sign documents on behalf of the agency
- Work with the executive director to set the agenda for board meetings
- Perform other duties as needed and specified by the board

Peer Support Coordinator/Recovery Coach

Greater Portland Health, Portland, ME. 08/20 – 10/21

Connections Peer Support Center
Core Physicians
Cornerstone VNA
Cross Roads House
Dover, City of
Dover Fire and Rescue
Dover Housing Authority
Exeter, City of
Exeter Hospital
Exeter Housing Authority
Families First of the Greater Seacoast
Families in Transition (FIT)
Farmington, Town of
Frisbie Memorial Hospital
Fresenius Medical Care
Goodwin Community Health
Granite United Way - Greater Seacoast
Greater Seacoast Community Health
Haven
Healthcare Lite
Home for All (GUW)
Hope on Haven Hill
Infinity Peer Support
Lamprey Health Care
NH DHHS Bureau of Elderly and Adult Services
NH Harm Reduction Coalition
NH Healthy Families

Red's Good Vibes
Rochester, City of
Rochester Housing Authority
Rockingham VNA
Safe Harbor Recovery Center
Seacoast Mental Health Center
Seacoast Pathways/Granite Pathways
ServiceLink of Rockingham County
ServiceLink of Strafford County
SNHS/Rockingham Community Action
Somersworth, City of
Somersworth Housing Authority
SOS Recovery Community Organization
TASC-Transportation Assistance for Seacoast Citizens
Volunteers in Medicine
Waypoint
Well Sense
Wentworth-Douglass Hospital
Willand Warming Center

BI-
WEEKLY meetings
for case consulting

Other organizations you wish to add to this release:

For NHHRC CCT use only

Date revoked: _____

Name & Organization of CCT member receiving revocation: _____

Signature of CCT Member: _____