

**Frequently Asked Questions RE:  
Temporary Non-Congregate Shelter Site  
for the Homeless at the Holiday Inn  
*May 11, 2021***

**Q. What is a “Non-Congregate” shelter site?**

A. A “Non-Congregate” shelter site (NCS) offers temporary shelter to unsheltered individuals who have not been diagnosed with coronavirus, but are considered at high-risk of serious complications should they contract the virus.

**Q. What is the need for Non-Congregate Shelters?**

A. In general, people who live unsheltered or are unstably housed have more health conditions than those with homes. Non-Congregate sites shelter individuals experiencing homelessness who are most vulnerable to COVID-19, including those over the age of 65 and/or have underlying medical conditions. Individuals in these risk categories can experience more serious complications from COVID-19 than other members of the community.

**Q. How many individuals will be allowed to stay at the Holiday Inn site?**

A. Up to 90 eligible individuals can be accommodated at the site.

**Q. Who is eligible for placement at the site?**

A. Individuals who are unsheltered, who are over the age of 65 or have underlying medical conditions meet the criteria for placement at Non-Congregate site locations.

**Q. How will eligible individuals be placed at the site?**

A. Initially, up to 60 individuals from the Alliance Redwoods Non-Congregate site in west Sonoma County will be transferred to the Holiday Inn site because the Alliance site is closing. After that, placement of individuals at the Holiday Inn site will either be by transfer from other Non-Congregate sites or by referral through organizations that work directly with the homeless and other high-risk populations and outreach teams from the County and cities.

**Q. What type of services will be provided at the site?**

A. Individuals staying at Non-Congregate sites are offered many services, including:

- 24/7 on-site care and security
- Regular testing for COVID-19
- Housing navigation, which helps move people into permanent housing
- Medical and behavioral health services
- Prepared meals and laundry services
- Transportation by van and public transportation for those who receive a pass to leave for essential activities, such as a job or medical appointments

**Q. Who will manage services being provided at the site?**

A. Shelter services at the Holiday Inn site will be provided by DEMA Consulting & Management (<http://www.dema.com/>) under contract with the County of Sonoma. DEMA is experienced in providing shelter, meals, medical and other services to the County's vulnerable homeless populations, providing services to similar shelter sites located at the Dry Creek Inn in Healdsburg, the Astro Motel and Azura Hotel in Santa Rosa, and the Sebastopol Inn in Sebastopol.

**Q. Who can community members contact if they identify an issue or concern with the temporary shelter?**

A. DEMA Consulting & Management will provide 24-hour contact information to resolve immediate fire, life safety and security concerns. On-site managers at the Holiday Inn site can be reached by calling (707) 326-3064.

**Q. When will the temporary shelter open at the Holiday Inn and how long will it operate?**

A. The Holiday Inn temporary shelter site is expected to open before the end of May and provide services through the end of 2021.

**Q. Does the Town of Windsor have any say or control over use of the Holiday Inn as a temporary shelter site?**

A. No. Use of the hotel by the County of Sonoma as a temporary shelter site is considered a county government use and as such is exempted from local land use controls pursuant to California Government Code Section 53091. Further, the Town is not party to the agreements between the County and the property owner or the County and the services management consultant. The County has shared example agreements with DEMA for management of Non-Congregate shelter sites with Town staff that appear to address interests such as 24/7 on-site staff and security, on-site provision of services, and transportation.

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