

## **Operations Summary: Facility Staffing & Functionality by Capacity Level**

United Way Dickinson's multi-purpose residential facility is designed to operate with flexibility while maintaining core safety, support, and treatment services. The following outlines how the facility will function under different levels of occupancy and staffing—**maximum capacity**, **half capacity**, and **quarter capacity**—ensuring efficient use of space and resources without compromising client care.

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### **1. Operations at Maximum Capacity**

#### **Occupancy:**

- Full use of all 79 rooms (emergency shelter, inpatient treatment, transitional housing)
- Up to 12 clients per treatment group
- All residential wings active (men, women, families)

#### **Staffing Levels:**

- Full-time facility director and clinical supervisor on site
- 2–3 licensed addiction counselors
- 4–6 case managers/Care Coordinators for treatment and housing navigation
- 4–6 peer support specialists and/or residential aides (day/evening coverage)
- 2 overnight staff daily
- 4–6 security personnel rotating for 24/7 coverage
- Full kitchen staff (2–3)
- admin support (1–2)

#### **Operations:**

- 24/7 security coverage on all floors with at least one staff member in each major zone
- In-person and telehealth services running concurrently

- All programs active: inpatient, outpatient, aftercare, peer support, and shelter intake
  - Daily groups, vocational training, case management, and clinical services
  - Facility-wide access to commercial kitchen, laundry, House of Manna, and classrooms
  - Daily janitorial and meal service, along with security checks and incident response
  - Active coordination with police, health providers, and community partners
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## **2. Operations at Half Capacity**

### **Occupancy:**

- Roughly 35–40 rooms in use (priority to emergency shelter, inpatient treatment, families)
- Smaller or fewer treatment groups (6–8 clients)
- Possible temporary closure of low-demand wings

### **Staffing Levels:**

- Director and clinical supervisor remain active
- 1–2 addiction counselors
- 3–5 case managers/Care Coordinators
- 2 peer support specialists/residential aides
- 1 overnight staff per night
- 2–3 rotating security personnel
- 1 kitchen staff and 1 admin staff

### **Operations:**

- Key programs remain operational: emergency shelter, core treatment groups, case management
- Services may be consolidated into fewer hours or shared space
- Facility functions with staggered meal times and group sessions

- Admin and intake hours may be reduced or rotated among staff
  - Select offices or wings may be temporarily closed to reduce overhead
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### **3. Operations at Quarter Capacity**

#### **Occupancy:**

- 15–20 rooms in use (focused on emergency shelter and urgent treatment cases)
- 1–2 active treatment groups, smaller family population
- Limited wings open for men/women based on referrals

#### **Staffing Levels:**

- Part-time or rotating facility director presence
- 1-2 counselor and 2-3 case managers/Care Coordinators
- 1–2 peer support/residential aides covering day/evening shifts
- 1-2 overnight staff (alternating shifts)
- 1 security staff during high-need hours
- Kitchen and admin roles as-needed (may be shared or part-time)

#### **Operations:**

- Focus on basic shelter services, urgent treatment, and essential case management
- Group sessions and peer services offered on limited schedules
- Shared services consolidated to reduce operational costs (e.g., kitchen use, laundry hours)
- Increased use of telehealth or mobile services
- Priority given to high-risk individuals (families, detox clients, re-entry)