

Project Case Study: Emergency Shelters – The Salvation Army



Project Name *Herberger Campus Family Services Center*

Project Location *Phoenix, Arizona*

Project Size *30,000 s.f. building*

Building Type *Shelter Facility*

Project Team *Deutsch Architecture Group, WORKspaces, Kanche and Associates*

Product List • *Titan[®] Series Steel Case Goods*

• *Hondo[®] Series Lounge Seating*

• *Madera Series Tables*

• *Gibraltar™ Series Lobby Seating*



Titan[®] Series Steel Case Goods

CASE STUDY

DESCRIPTION:

The Herberger Center in Phoenix serves as the divisional headquarters for The Salvation Army. Its Southwest Divisional Headquarters oversees operations in Arizona, New Mexico and Nevada, which serve more than 3 million individuals annually.

The Herberger Campus and Divisional Headquarters occupy over 18 acres. **Salvation Army Phoenix** serves 150,000 people each year through its social services programs, which include a domestic-violence and family shelter, an emergency-assistance program and homeless-outreach program. The Herberger Center provides a safe haven and a place for renewal to community residents.

In 2007, **Deutsch Architecture** was awarded the project to re-imagine the existing campus, renovate the administrative offices of the Divisional Headquarters, and design a new Family Services Center. The Family Services Center was completed in 2012 with a capacity for 96 residents.

The vision for the Family Services Center included apartment-style living units and furnishings that were extremely durable yet homelike.

OVERALL PROJECT GOAL/PHILOSOPHY:

The Program Director of Hope for a Home, Mary Alice McKone, emphasized that the new shelter living units in the Herberger Family Services Center should preserve the family dynamic. Families stay at the Center from a few days to a maximum of 120 days. Salvation Army case managers work with families to help adults gain employment, children enroll in schools and the families find permanent housing.

Furnishings Goal:

The 30,000 s.f. shelter facility was constructed with 24 family suites, each containing a living area with kitchen and two bedrooms with twin beds. “When it came to furnishings, function and extreme durability were primary drivers for the client,” said Brooke Vink, Associate IIDA/Senior Interior Designer at Deutsch Architecture. Norix provided a “mock-room” of furniture, used to preview the operation of the Social Services building to donors and administrators from the Salvation Army nationwide.



Hondo® Series Lounge Seating

Secure/Safe Goal: No sharp edges or small pieces that could be loosened and ingested by children. Sanitary surfaces.

Functional Goal: Furniture should be strong and accommodate children and adults of all sizes, be hygienically sound, upholstery-free, yet comfortable.

Accessible Goal: Furniture should accommodate residents that may have mild to moderate visual or mobility issues.



Gibraltar™ Series Lobby Seating

Aesthetic Goal: The aesthetic goal was to provide a home-like environment and place of renewal, while satisfying operational requirements of a high-use transitional facility. Design and furnishings should feel comfortable and normal; spaces should reflect the nature and architecture surrounding the region. Materials should reduce noise and colors should lift the spirit.

Cost-Effective Goal: Furnishings should extend replacement cycles thereby controlling costs. Furniture that can be bolted down using tamper-resistant hardware to discourage theft is a consideration.

Maintenance Goal: Seating should be easy to clean in place by residents using simple household cleaning products and methods.

PROCESS:

Overview of Furniture Selection Process: **WORKspaces**, a local furniture dealer, partnered with Deutsch and Norix to maintain design intent and adhere to budget parameters. Through a diligent specification process, the team toured the mobile showroom – nicknamed MOBI – operated by Kanche and Associates, Norix’ local sales consultants. “Deutsch and the Salvation Army had a clear vision of the furnishings,” said Laura Carlson from WORKspaces. “Functionality, durability and aesthetics were the primary criteria for product selection. Norix associates listened to the Salvation Army’s needs, and matched their requirements with the appropriate product.”

Furniture Installation: Norix provided specialized **shelter furniture** designed to withstand the demands of a constant-use, safe-haven environment. The furniture purchased included dorm furniture, seating and tables – all proven suitable in a transitional environment. WORKspaces completed the installation.

POST-OCCUPANCY EVALUATION:

The Family Services Center opened in April of 2012, initially housing 20 adults and 47 children. The living quarters have units with private bedrooms, bathrooms, kitchenettes and living rooms. There is a playground with a miniature water-works park called a “splash pad,” a cafeteria with a film projector for movie night, and offices to house the charity’s job-counseling services and a new program aimed at helping high-school dropouts obtain a high-school-equivalency diploma. “The complex is a veritable oasis in an otherwise blighted stretch along Van Buren,” remarked Richard Zuloaga, the project’s construction manager.

Upon moving into one of the new suites, one client remarked, “I feel like I have walked into heaven.”

“The Herberger Campus is a tremendous resource. Our priority is to remain good stewards of that resource,” said Lt. Col. Doug Danielson, Southwest Divisional Commander for Salvation Army in Phoenix. “This plan is the best way to take what we have and make it better for those we serve.”

Additional information:

Salvation Army Phoenix

http://www1.usw.salvationarmy.org/USW/www_usw_sw20.nsf

Salvation Army Expansion Kick-Off

<http://www.graycor.com/news/2011-articles/salvation-army-kicking-off-major-phoenix-expansion/>

Salvation Army Hails New Headquarters in Phoenix

http://www1.usw.salvationarmy.org/USW/www_usw_sw20.nsf/vw-news-34/F8489C6B7153E643882579CE0069217E?opendocument



Madera Series Tables

ABOUT NORIX GROUP:

For more than 25 years Norix has served the shelters industry, providing secure furnishings and fixtures for every application. The product line has expanded to include other industries and environments such as corrections, behavioral healthcare, transportation, educational institutions, fire/police stations, commercial facilities and military installations. All furniture is designed for safety, security and extreme durability. Norix intensive-use furniture is extraordinary by design, surpassing industry standards for strength, safety and long-term performance. The privately held company is headquartered in West Chicago, IL with sales representatives and dealers throughout the U.S. In 2012, Norix launched Safe Environments a news and information blog serving architects, designers, administrators, and facility managers involved in the design, construction, and operation of challenging environments. For more information, call 800-234-4900 or visit: www.norix.com.



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