



DNC Intake Process

The Intake Process of the Delano Navigation Center (DNC) Program is a two-pronged system. The first part of the process takes place on site at the DNC, when the client first enters the center. The latter part is executed in the Programs Office in Bakersfield, composed mostly of Data Entry.

Procedures in the DNC:

1. The client will enter the DNC after being first cleared by security, after which he/she will be directed to the Intake Coordinator or first available Flood staff ready to start an Intake Application. (All staff is to be trained on the Intake Process.)
2. Flood Staff will begin the Intake Process by asking for Identification, although lack of identification will not bar a client from enrollment.
3. After writing up a Temporary DNC program ID Card for the client, Flood Staff will then take a “head and shoulders” photo for the Homeless Management Information System (HMIS), and for Photo DNC IDs to be used for entry into the DNC.
4. Flood Staff will begin filling out the most recent Flood Intake Form, which collects demographic information, as well as information regarding medical allergies and emergency contacts.
5. The client will be read the rules for the Program and be required to acknowledge and sign that they understand the terms of both. If he/she requests a copy of the rules, it will be given to the client.
6. The client will be required to sign a “Declaration of Homelessness” form, which will establish that he/she is eligible for services.
7. The HMIS consent form will be explained to the client. He/she has the right to either sign it or decline a signature. Declining the HMIS signature will not bar a client from enrollment, although it does limit the identifying information that can be gathered on the HMIS database.
8. An Emergency Contact card will be created for the client, to be used in case of an emergency. This card includes emergency contact information as well as medical allergy and medicine information. Also, a thumbprint is required from the client for emergency identification purposes.
9. After steps 1-8 are executed, the temporary ID card will be given to the client, and he/she will be directed to the sign-in station, where he/she will sign in every night with the assigned ID card on every night of the season.
10. Flood Staff will file the Emergency Contact card on site, in the file box kept in the Staff Station. The stapled Intake Packet will be placed in the outbox to be counted for the Daily Summary Sheet, and then sent to the Programs Office in Bakersfield on the morning of the next week day.

Procedures in the Programs Office:

11. Upon arrival of the DNC Paperwork in the Programs Office, the HMIS trained Data Entry Coordinator will take the DNC Intakes to his/her workstation, where it will be entered, page by page on the HMIS Data Collection Website.

12. If the intake belongs to a client who has not been entered before on HMIS, a new record is opened on that client, and he/she will be enrolled into the DNC Program for that season.
13. If the intake belongs to a returning client, a new record is not opened on that client, but a new enrollment will be entered on that client's existing record.
14. The Intake Packets will be filed in a locked and secured location at the Programs Office until the end of the season, at which time they will be moved to either a locked and secured location in the Emanuel House Office or the secure Pouch Document Storage Facility.
15. Photos of the clients, taken on their entry date into the armory, will be uploaded to HMIS as soon as possible, so that an DNC Program Photo-ID can be assigned to them.