



Delano Navigation Center Drop-in Center Operational Plan

Nondiscrimination and Equal Opportunity

All Flood Bakersfield Ministries, Inc. (Flood) Programs offer services on a nondiscriminatory basis and ensure that all citizens have access to information regarding the services provided through our programs. Flood does not discriminate on the basis of race, color, age, handicap, religion, national origin or sexual orientation. Flood does not discriminate based on religious affiliation or preference.

Confidentiality

Flood will protect the confidentiality of all program participant information. Participant information will be kept in a secure location and will be shared only with a signed written release agreement.

Reporting

Flood will maintain the HUD mandated demographic and statistical information required for each program participant and utilize the HMIS system as indicated in the Intake Policy.

Record Keeping

Flood will maintain adequate records of services in sufficient detail to demonstrate compliance with the policies and procedures of the program.

Financial and client records are confidential regarding their use as public information, however some information may be provided to city,

county, state, or federal agencies if required to provide demographic information or to prevent duplication of payments.

Delano Navigation Center Program

Overview:

The Delano Navigation Center (DNC) will operate out of the Delano Association for the Developmentally Disabled (DADD) facility located at 531 High Street, Delano California. The purpose of the program is to offer a place for drop-in center in order to connect the clients experiencing homelessness in Delano and North Kern County with resources to help address their emergency needs.

The services provided to people experiencing Homelessness in Delano and North Kern County are listed below:

- Provide nutritious meal at dinner time and light breakfast in the morning
- Provide a warm shower
- Provide an opportunity for clients to do laundry
- Donations of warm clothing and other basic needs items
- Provide referrals to Kern County and Bakersfield-Kern Regional Homeless Collaborative (BKRHC) wrap-around services
- On-site Kern County Service Providers

Eligibility:

- Currently unsheltered/homeless in Delano/North Kern County

Termination of Assistance:

- Violent and threatening behavior
- Illegal Activity

- Extreme intoxication leading to disruptive behavior or immediate health and safety concerns

Operation Plan

Description of staff positions:

Program Manager

This position is responsible for the implementation and ongoing support of the DNC. This includes the ongoing professional development of program teams, assisting with high acuity client needs, and ensuring that teams are practicing housing first, trauma informed, and client focused strategies. Flood programs are continuously modified and improved to achieve the highest possible effectiveness. Additionally, this position acts as the main representative of Flood in the City of Delano.

Assistant program Manager

The Assistant Program Manager (APM) assists the Program Manager (PM) with ongoing oversight of drop-in center operations. The APM serves as the supervisor in charge in the absence of the PM. The APM works with the PM to manage operational logistics, including such items as meal planning, volunteer recruitment, service provision and housing navigation, laundry and shower services, and daily set-up and take down.

Program Navigators

Under the direction of the PM, and the APM, the Program Navigator provides client advocacy, case management, benefit establishment, linkage to Mental Health/Substance Abuse services, linkage to stable housing and all other supportive services as needed. Client Navigators will provide individualized client support by helping each client develop a plan to address their barriers, increase their income, and maintain and sustain

permanent housing. As part of the plan, the Program Navigator will identify each area in which clients will need assistance to accomplish the outlined goals and objectives (i.e., scheduling appointments, applying for public benefits, identifying subsidized housing, etc.) and the Program Navigator will take full responsibility for their clients' success.

Shelter Coordinators

The Shelter Coordinator is to work collaboratively as a member of the DNC Team in order to assist clients with all of their needs while establishing and maintaining an environment for clients that is consistent with agency values. Specific duties include daily set up and/or take down of navigation center equipment/facilities, assistance with client intakes, the monitoring of client activities, the maintenance of safety and security at the navigation center, connection of clients to case managers and service providers, preparation of meals, monitoring of showers and laundry facilities, and light housekeeping. The schedule for this position is swing shift-based, either from 4:00pm-12:00am or in some cases 5:00pm-1:00am. Successful candidates must have ability to cover various shifts, including weekends and holidays. This position reports to the Assistant Program Manager.

Intake Process:

1. Client must be currently homeless and sign a self-certification form at intake. Intake forms are included in the Intake Section of Attachments.
2. Client must be able to provide basic self-care and not be a danger to themselves or others. Self-care refers to activities of daily living (or ADLs).

3. Program Navigators and/or Shelter Coordinators conduct in-person intake and assessment and reviews Program Rules with the client.
4. Clients that demonstrate extremely disruptive behavior will be asked to leave the DNC immediately.
5. If a client repeatedly demonstrates extremely disruptive behavior or becomes a danger to themselves or others they may not be allowed to return to the DNC for a specified term.

Operating Policies

Daily Operation:

Timeline:

Timeline:	Description:
4:00pm	Asst. Program Manager and Shelter Coordinators arrive and set up for the evening (see set-up instructions).
5:00-5:30pm	Navigator(s) and Service Coordinator(s) arrive. Complete set-up and logistics.
5:00-5:30pm	Volunteers arrive to help Flood staff with set-up for the night.
6:00pm	Program starts. Clients are allowed to check-in. During this time, Flood staff conducts intakes for newcomers and volunteers check in clients who have been to the drop-in center before. <i>Check in is allowed until 10:00 PM.</i>
7:00pm	Dinner is served. Flood staff and volunteers help out in passing dinners. During this time, Flood staff and volunteers also approach disabled clients and help serve them dinner.
6:30-9:00pm	At this time, showers are conducted. Volunteers and Flood staff monitor the showers and provide clients with hygiene supplies.

	At this time, laundry services are available to clients.
6:30-8:00pm	Some volunteers and Flood staff start cleaning up after dinner. Tables and chairs are broken down and all leftover food is transferred to the kitchen for storing.
12:00am	Transportation leaves the site. All clients have vacated the drop-in center site.
12:00:00-1:00am	Flood staff conducts and finishes all cleaning at the site.
1:00am	Flood staff and security staff leave the premises for the day.

Client Services Policy:

A. Services Provided

1. A weekly calendar of supportive services will be visibly posted each night.
2. Referral/resource lists will be made available to clients.

B. Distribution of Resources

1. Services will be rendered to clients based on need and availability.
2. Staff will not distribute cash.
3. Staff will not directly distribute medications.
4. Flood staff reserves the right to determine limits on amount and frequency of services rendered to clients.

C. Client Confidentiality

1. All Client information is to be handled with care. All Client Documents will be stored in a locked file cabinet at main office.

2. Flood Staff may discuss with other related staff members information pertinent to ensuring the client will get quality service and care.

D. Code of Behavior

1. Staff reserves the right to refuse service to any client displaying disruptive behavior.
2. Staff will report any illegal activity or threatening behavior to the appropriate authorities.
3. Staff is a mandated reporter and will report any activity observed that endangers a child.
4. The Flood standard is that both Staff and Clients will interact in a positive manner that grants others dignity and common courtesy.

E. In the case of a Medical Emergency:

1. Observe the situation if the individual needs medical assistance and cannot or should not transport him or herself to the doctor's office call 911.
2. Write up an incident report and submit according to procedure.

In the case of a disruptive client:

- a. Observe the situation and determine if the client's behavior is escalating and potentially dangerous.
- b. If the client does not alter his behavior after a calm and non-threatening approach from the Flood staff, allow Security Staff to handle the incident.

- c. Flood staff should never try to address a disruptive situation with physical force.

F. Incident Reports

1. Staff must complete following any incident
2. Staff must submit a copy to the Program Manager, Director of Operations and Executive Director within 24 hours
3. Reports will be kept in binder at Flood's main administrative office

G. Reports

1. Reports should be submitted daily to the Program Manager for review and evaluation.
2. Client intakes and Summary sheets must be transported to Flood's main administrative office weekly.

H. Grievance Procedure

1. A client can file a grievance to dispute an action or to address any or client/staff conflict.
2. The grievance procedure does not suspend the rules or consequences established in the Program Rules.
3. Clients have the right to file a grievance without fear of harmful repercussions from staff.
4. All grievances need to be documented on the Grievance Form and submitted to the Program Manager or Director of Operations. Grievances should include the names of all parties involved, a detailed

account of the nature of the problem and requested action to be taken.

5. Grievance forms may be obtained from any staff member.
6. If warranted, a formal meeting will be called, chaired by the Executive Director or his proxy. At the meeting, the claimant will begin by stating his/her case. A committee will review all documentation and testimony and decide regarding any misconduct or need for repeal of action.

I. Attached Forms and Policy Documents

1. Community Relations Documents:

- Good Neighbor Policy
- Donation Policy
- Volunteer Management Plan
- Media Protocol
- On Site Services Partner List

2. Program Procedure Documents/Forms:

- Intake Forms
- Data Entry Process
- Inventory Checklist
- Service Calendars
- Emergency Contact List
- Emergency Response Plan
- Incident Report
- Grievance Form
- Parking Policy
- Daily Summary Sheets