



## **Arvin Navigation Center Operational Plan**

### **Nondiscrimination and Equal Opportunity**

All Flood Ministries' (Flood) Programs offer services on a nondiscriminatory basis and ensure that all community members 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 U.S. Department of Housing and Urban Development (HUD) mandated demographic and statistical information required for each program participant and utilize the Homeless Management Information System (HMIS) 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, state, or federal agencies if required to provide demographic information or to prevent duplication of payments.

### **Arvin Navigation Center Program**

Overview:

The Arvin Navigation Center (ANC) will operate out of a facility located at 204 Hill St. in Arvin, California. The ANC will operate as a low demand emergency drop-in center in order to provide homeless individuals in the Arvin/Lamont area with a safe place to rest, receive a meal, and supportive services, such as health and mental health services; job training and placement opportunities; and other personal care and housing assistance needs.

The services provided to people experiencing Homelessness in Arvin/Lamont are listed below:

- A drop-in center from the elements;
- Hospitality services such as coffee, snacks and food to those in need;
- Sanitary services such as restrooms, shaving, and shower facilities;
- Professional services such as phone use and mailboxes;
- Case management services to anyone who requests such assistance
- Housing navigation and search services
- Referrals to other assisting agencies for the purposes of:
  - o Mental health care
  - o Detox/Rehab
  - o Job Counseling and placement assistance

- o Free legal aid agencies
- o Other services not otherwise directly provided by Flood

**Eligibility:**

Homeless individuals who meet the HUD, HEARTH Act definition of homelessness and who are currently unsheltered/homeless in the Arvin/Lamont area.

**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 Program Manager (PM) is responsible for the implementation and ongoing support of the ANC. 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 Arvin.

*Site Supervisor*

The Site Supervisor assists the Program Manager (PM) with ongoing oversight of ANC operations. The Site Supervisor serves as the supervisor in charge of day-to-day operations.

The Site Supervisor 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 Navigator*

Under the direction of the Site Supervisor, the Program Navigator (PN) 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. The PN will provide individualized client support by helping each client develop a plan to address their barriers, increase their income, and attain and sustain permanent housing. As part of the plan, the PN 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 PN will take full responsibility for their clients' success.

### *Shelter Coordinators*

The Shelter Coordinators are to work collaboratively as members of the ANC 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. This position reports to the Site Supervisor.

**Intake Process:**

1. Client must currently be 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. 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 ANC 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 ANC for a specified term.

**Operating Policies**

**Daily Operation:**

**Timeline:**

<b>Timeline:</b>	<b>Description:</b>
8:00 AM	Site Supervisor and Shelter Coordinators arrive and set up for the day.
8:30 AM	Volunteers and partner staff members arrive to set-up for the day.
9:00 AM	Program starts. Clients are allowed to check-in to the ANC. During this time, Flood staff conducts intakes for newcomers and volunteers check in clients who have been to the ANC before.

9:30 AM	Pastries and coffee will be served. Flood staff and volunteers assist clients with accessing food.
10:00 AM - Noon	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.
Noon to 4:00 PM	Clients will meet with Case-Managers, Housing Navigators to work on services.
1:00-2:00 PM	Flood staff will pass out sack lunches.
4:00 PM	Clients are released for the day.
4:00-5:00 PM	Flood staff completes paperwork for the day.
5:00 PM	ANC Closes for the day.

### Client Services Policy:

#### A. Services Provided

1. A weekly calendar of supportive services will be visibly posted each morning.
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 a report 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

##### 2. Program Procedure Documents/Forms:

Intake Forms  
Service Calendars  
Emergency Contact List  
Emergency Response Plan  
Incident Report  
Grievance Form