

CHAIR CAROL MCCANN
VICE CHAIR BARRY ROSS
COMMISSIONER SHEENA INNOCENTE
COMMISSIONER LISA JESSUP
COMMISSIONER TANYA MASSED
COMMISSIONER ALAN MCAULEY
COMMISSIONER MADELINE MORRISON
COMMISSIONER TINA ROTH
COMMISSIONER FIZA VALIULLA



Wednesday, January 21, 2026, 10:00 AM
COUNCIL CHAMBER
6650 Beach Boulevard
Buena Park, CA 90621

NAVIGATION CENTER OVERSIGHT COMMISSION AGENDA

1. GENERAL

- 1.A. CALL TO ORDER
- 1.B. ROLL CALL
- 1.C. PLEDGE OF ALLEGIANCE

2. ORAL COMMUNICATIONS

2.A. Oral Communications

This is the portion of the meeting set aside to invite public comments regarding any matter within the jurisdiction of the Commission. Public comments are limited to no more than three minutes each. If comments relate to a specific agenda item, those comments will be taken following the staff report for that item and prior to the Commission vote. Those wishing to speak are asked to add your information at the digital public kiosk located at the entrance of the Council Chamber.

3. APPROVAL OF MINUTES

- 3.A. Approval of Minutes - October 15, 2025

4. UPDATES

- 4.A. City - News and Recent Happenings
- 4.B. Navigation Center/Mercy House - Recent Happenings
- 4.C. Homeless Outreach/Public Safety Update

5. DISCUSSION AND ACTION ITEMS

- 5.A. Selection of New Chair and Vice Chair
- 5.B. Mercy House Review of the Buena Park Navigation Center Management, Operations and Public Safety Plan (MOPS)
- 5.C. Update on Ad Hoc Committee Addressing Homelessness

5.D. 2026 Point in Time Count

6. INFORMATIONAL ITEMS

6.A. Navigation Center Monthly Report - September 2025 - December 2025

7. COMMISSION COMMENTS, FUTURE AGENDA ITEMS, ATTENDANCE REPORT

7.A. REPORTS

8. ANNOUNCEMENTS

8.A. Next City Council Meeting: Tuesday, January 27, 2026 at 5:00 p.m.

8.B. Next Regular Commission Meeting: Wednesday, April 15, 2026 at 10:00 a.m.

9. ADJOURNMENT

9.A. Adjournment

This agenda contains a brief general description of each item to be considered. Supporting documents are available for review and copying at Community Services Department or at www.buenapark.com. Supplementary materials distributed to the Commission less than 72 hours before the meeting are posted to the City's website at www.buenapark.com and copies are available for public inspection beginning the next regular business day in the Community Services Office. This governing body is prohibited from discussing or taking action on any item which is not included in this agenda; however, may ask clarifying questions, ask staff to follow-up, or provide other direction. The order of business as it appears on this agenda may be modified by the governing body.

In compliance with the Americans with Disabilities Act, if you need accommodations to participate in this meeting, contact the Community Services Department at (714) 562-3860 or the California Relay Service at 711. Notification at least 48 hours prior to the meeting will enable the City to make arrangements to assure accessibility.

If you would like to participate in any matter of business on the agenda and would like translation in Chinese, Korean, Spanish, Tagalog, or Vietnamese, please contact the **Community Services Department at (714) 562-3860 48-hours prior to the meeting**. Residents requiring translation during Oral Communications are encouraged to bring interpreters.

시의회 목록에 있는 정식 안건에 대해 의견을 발표하고 싶으신 경우, 중국어, 한국어, 스페인어, 타갈로에 대한 통역사가 필요하시면 시미팅 48시간전 시서기 오피스로 (714-562-3860) 연락하시면 됩니다. 정식안건이 아닌 주민 발언시간에 발표하실 경우, 본인의 통역사를 직접 모시고 오시면 감사하겠습니다.

Si le gustaría participar en audiencia pública o cualquier asunto de negocios programado en la agenda y necesita traducción en chino, coreano, español, tagalo o vietnamita, comuníquese con la Oficina del Secretario de la Ciudad, 48 horas antes de la reunión al (714) 562-3860. Para participar en los comentarios públicos sobre cualquier otro asunto dentro de la jurisdicción del ayuntamiento, se les recomienda que traiga un intérprete.

I, Ariana Chavez, Senior Administrative Assistant, City of Buena Park, do hereby certify, under penalty of perjury under the laws of the State of California that a full and correct copy of this agenda was posted pursuant to Government Code Section 54950 et. seq., at Buena Park City Hall, 6650 Beach Blvd., and uploaded to the City of Buena Park website www.buenapark.com.

Ariana Chavez
Senior Administrative Assistant
Community Services Department

Date Posted: January 15, 2026



**Navigation Center Oversight Commission
Agenda Report**

APPROVAL OF MINUTES - OCTOBER 15, 2025

PREPARED BY	PRESENTED BY
Ariana Chavez, Senior Administrative Assistant	Ariana Chavez, Senior Administrative Assistant
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

RECOMMENDED ACTION

Approve the minutes from the October 15, 2025 meeting.

Attachments

[2025 10 15 NAVIGATION COMMISSION.pdf](#)

CITY OF BUENA PARK
NAVIGATION CENTER OVERSIGHT COMMISSION
October 15, 2025

1. GENERAL

- a. **CALL TO ORDER:** Chair McCann called the Navigation Center Oversight Commission Meeting to order at 10:00 a.m., in the Council Chamber, 6650 Beach Boulevard, Buena Park, California. Chair McCann introduced Commissioner Massed to the Commission who will serve on the Navigation Center Oversight Commission.

b. **ROLL CALL:**

Present: Innocente, Jessup, Massed, McAuley, McCann, Morrison, Ross

Absent:

Also Present: Jim Box, Director of Community Services

Ariana Chavez, Senior Administrative Assistant

Rosemary Nielsen, Homeless Outreach Supervisor

Analisa Marquez, Homeless Outreach Coordinator

Saul Contreras, Senior Office Assistant

Timothy Huynh, Chief Program Officer Mercy House

Officer Medrano, Homeless Liaison Officer

Officer Beltran, Homeless Liaison Officer

- c. **PLEDGE OF ALLEGIANCE:** Led by Chair McCann

2. **ORAL COMMUNICATIONS:** Council Member Sonne addressed the Commission acknowledging the commitment and the work commissioners do for the community.

3. **APPROVAL OF MINUTES July 16, 2025:**

***M/S/P – Vice Chair Ross motioned to approve the minutes from July 16, 2025 meeting. Commissioner Morrison seconded the motion. Motion passed with 6 yes votes and 1 abstain vote.

4. **DIRECTOR AND CITY STAFF REPORTS:**

- a. City - News and Recent Happenings

Jim Box, Director of Community Services, updated the Commission on Silverado Days at Peak Park, the Silverado Days BBQ kick-off, Cops N' Goblins, Veterans Honor Lunch and Resource Fair, and welcomed the new commissioner, Tanya Massed. Ariana Chavez, Senior Administrative Assistant, informed the Commission on the Commissioner Recognition Dinner, the updated roster sheet, and on an end of the year commissioner dinner with all Community Services Commissions in attendance.

- b. Navigation Center/Mercy House - Recent Happenings

Timothy Huynh, Chief Program Officer for Mercy House, informed the Commission on the summer schedule, which included scheduled Friday activities and programs, music nights, bingo nights, and hygiene kits donated by Behr. Timothy Huynh, Chief Program Officer, updated the Commission on donations received from local churches and faith-based organizations that provided welcome home baskets and the health services, pet services, and employment services offered at the Navigation Center.

- c. Homeless Outreach/Public Safety Update
Analisa Marquez, Homeless Outreach Coordinator, updated the Commission on the Buena Park Homeless Outreach team and the services provided from the months of July to September. Analisa Marquez, Homeless Outreach Coordinator, informed the Commission on the number of shelter beds and current barriers in placing homeless individuals into shelter. Analisa Marquez, Homeless Outreach Coordinator, updated the Commission on contacting homeless individuals at Peak Park and other locations with high activity of homeless encampments. Officer Beltran, Homeless Liaison Officer, informed the Commission clean ups at Knott Ave. and Lincoln Ave. and along the railroad tracks. Officer Beltran, Homeless Liaison Officer, informed the Commission on upcoming scheduled clean ups near the flood channels and having to coordinate with other agencies when it comes to encampment clean ups on the train tracks and near the freeways.

5. DISCUSSION AND ACTION ITEMS:

- a. Report on California Interagency Council on Homelessness
Rosemary Nielsen, Homeless Outreach Supervisor, reported to the Commission the metrics and overall goals utilized by the California Interagency Council on Homelessness. Rosemary Nielsen, Homeless Outreach Supervisor, informed the Commission on the progress the Buena Park Homeless Outreach team has made and the current issues and barriers the team encounters such as lack of housing that limits moving individuals into permanent housing. The Commission recommended for this item to be assigned to the subcommittee to be studied in detail.
- b. 2025 Point-In-Time Count Survey Summary Report
Rosemary Nielsen, Homeless Outreach Supervisor, presented to the Commission on the data and findings from the 2024 and 2025 Point-In-Time Count along with a survey and detailed analysis of the data. Rosemary Nielsen, Homeless Outreach Supervisor, updated the Commission on the upcoming scheduled Point-In-Time Count for 2026.
- c. 2025 Commission Audit Findings
Chair McCann presented to the Commission the Navigation Center audit findings and highlighted areas that met the standard of the audit or if an area needed attention and suggested to Mercy House possible methods to approach the area of need. Chair McCann informed the Commission on the timeline for the Navigation Center audit and follow up meeting with Mercy House which included a site visit.

6. INFORMATIONAL ITEMS

- a. Navigation Center Monthly Report – June 2025 – August 2025.

7. COMMISSION COMMENTS, FUTURE AGENDA ITEMS, ATENDANCE

- a. Commissioner Morrison commented and thanked staff for Youth in Government Day and provided information on two food pantries occurring at Buena Park Middle School and Whitaker Elementary School, and on donations being accepted for the Coat and Shoe Drive. Chair McCann commented on the MOPS document for Mercy House and would like to bring it back for the January meeting.

8. ANNOUNCEMENTS:

- a. Next City Council Meeting: Tuesday, October 28, 2025 at 5:00 p.m.
- b. Next Regular Commission Meeting: Wednesday, January 21, 2026 at 10:00 a.m.

9. ADJOURNMENT: There being no further business, Chair McCann declared the meeting adjourned at 12:01 p.m.

ATTEST:

Ariana Chavez, Senior Administrative Assistant

Chair, Carol McCann



**Navigation Center Oversight Commission
Agenda Report**

SELECTION OF NEW CHAIR AND VICE CHAIR

PREPARED BY	PRESENTED BY
Ariana Chavez, Senior Administrative Assistant	Ariana Chavez, Senior Administrative Assistant
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

DISCUSSION

Annually, at the start of each calendar year, elections are held for the Chair and Vice Chair for the City's Commissions.



**Navigation Center Oversight Commission
Agenda Report**

MERCY HOUSE REVIEW OF THE BUENA PARK NAVIGATION CENTER MANAGEMENT, OPERATIONS AND PUBLIC SAFETY PLAN (MOPS)

PREPARED BY	PRESENTED BY
Jim Box, Director of Community Services	Jim Box, Director of Community Services
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

DISCUSSION

At the April 19, 2023 Navigation Center Oversight Commission Meeting, Commissioners reviewed and approved modifications made to the Mercy House Buena Park Navigation Center Management, Operations and Public Safety Plan (MOPS).

An ad-hoc committee was formed in 2025, consisting of Chair Carol McCann and Vice Chair Barry Ross to review and make recommendations to the MOPS again. The recommendations were submitted to Mercy House staff for their review and comment. Mr. Timothy Hyunh, Chief Program Officer for Mercy House will provide comments and his recommendations to the commission for consideration.

Attachments

[2026.01.06 BPNC MOPS TH.pdf](#)



Buena Park Navigation Center
Management, Operations
and Public Safety Plan

April-January
1914, 2023-2026

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SECTION I. PURPOSE & INTRODUCTION

The purpose of the Management, Operations and Public Safety Plan (“Plan”) is to advise the City of Buena Park on a best practice model for operation of a Year Round Emergency Shelter Program and Multi-Service Center, as seen at the Buena Park Navigation Center, Buena Park, CA. The Plan may also be used to promote open communication between community stakeholders to help facilitate the adoption of additional Year Round Shelters, Multi-Service Centers, and Navigation Centers.

Establishing a Year-Round Emergency Shelter Program and Multi-Service Center will meet critical needs amongst some of the most vulnerable people in our neighborhoods, while also addressing a pressing social issue that is deeply impacting local businesses and communities.

The Plan identifies emergency shelter services for homeless persons and best practices to maintain a safe and healthy environment for its clients and the community at large. The overall purpose of the program is to connect homeless persons to permanent housing opportunities and resources to maintain housing stability and self-sufficiency. Goals and guidelines of the Plan align to National Standards of The HEARTH Act (2009).

SECTION II. SHELTER ADMINISTRATION

A. PROGRAM DESCRIPTION

1. Population Served

Year-Round Emergency Shelter Program and Navigation Services

The Buena Park Navigation Center serves 149 shelter clients (90 beds for men, 49 beds for women, and 10 beds for couples) while providing access to a range of programs and supportive services. To ensure that the shelter will meet the needs of the community in serving chronic and vulnerable homeless people, clients are admitted with minimal, “low-threshold” requirements so that chronic and vulnerable homeless people can easily enter and remain in shelter

~~until they can find permanent housing,~~
while developing and implementing a personalized housing plan toward the eventual goal of permanent housing.

Commented [CM1]: Chronic and vulnerable homeless people can easily enter and remain in shelter while developing and implementing a personalized housing plan toward the eventual goal of permanent housing.

Those accessing Buena Park Navigation Center include homeless adults from the Northern SPA only.

Each new client is screened for sex offender and active felony warrant status before admission (screening takes place prior to the arrival at the facility as part of the bed reservation system), as detailed in the “Admission Criteria and Procedures.”

All clients have access to and are encouraged to participate in all services provided. Every client is assigned a Housing Navigator at the time of intake, who will work with them to create a housing plan. All clients are required to work this housing plan as part of their enrollment with Buena Park Navigation Center, and they are notified of this prior to their enrollment with the program.

Access to the shelter is limited to clients that are currently enrolled with Buena Park Navigation Center, and because the Multi-Service Center is fully integrated within the shelter services provided, on-site services are strictly for currently enrolled clients only. If after time, the Shelter Operator, host City and operator partners may consider the Multi-Service Center a public benefit for the broader homeless community and/or the surrounding neighborhood community, they may open participation and access to a larger population.

To manage the impact on the surrounding community, should access to the shelter be opened to a wider population than just the 149 individuals who live in the shelter, the following policies are recommended:

1. Services should be accessed by appointment only; no walk-ins will be accepted;
2. On-site partner agencies must be responsible for coordination of service appointments;
3. On-site partner agencies must be responsible for providing transportation options to and from the shelter for scheduled appointments.

2. Program Description

Buena Park Navigation Center is designed to provide safe shelter, basic needs, and access to support to move individuals out of homelessness and into transitional or permanent housing opportunities.

Access to safe shelter

Buena Park Navigation Center accommodates overnight sleeping for 149 individuals per evening. Access to Buena Park Navigation Center is provided 24 hours a day, seven days/week, 365 days a year. In order to decrease the impact to the surrounding neighborhood, access to bed availability is handled through a reservation system. Walk-ins will not be permitted.

Length of Stay

There is no set minimum and the maximum length of stay is 90 consecutive days. Clients at Buena Park Navigation Center may stay enrolled with the program past the 90 days if they remain good neighbors and dedicated to working their personalized Housing Plan. This extended stay may be granted through an Extension Request process that is overseen by each client's Housing Navigator and Program Management team. The client must complete a Request for Extension Application which, if granted, may extend their stay for an additional 90 days. Each client is assigned a Housing Navigator supporting their progress toward Housing Stabilization. The program is designed to provide this support until a housing option becomes available. However, at any time a client may be exited from the shelter for safety or continual shelter violations as outlined in the "Exit and Readmission Policies". Additionally, if a client exceeds 90 days, intensified housing location and exit plan strategies will be implemented.

Consistent with national best practices and trends, the goal for length of stay should be 30 days or less. The Operator maintains a report that accounts for clients with lengths of stay exceeding 180 days and reasons why with accountability to Advisory Committees.

Sleeping Areas

Bed types consist of single beds. Each client is assigned a bed and bedding for the length of their stay. Every client is made aware upon intake that they may need to switch beds as the need requires it.

Transgendered clients may be assigned to beds in whichever dorm is appropriate to the gender with which they identify.

Below is the available bed breakdown at Buena Park Navigation Center:

- TOTAL BEDS: 149
 - Total Men's Beds: 90
 - Total Women's Beds: 49
 - Total Couples Beds: 10

There is a men's dorm, a women's dorm and a couple's dorm. No male clients are allowed in the women's dorm without specific permission and close guidance from staff. The same is true of female clients in the men's dorm.

Meals

Breakfast, lunch, dinner and snacks are provided for all clients in the central dining area, referred to as "The Commons". Meals are cooked off-site by a third party vendor and brought on-site and served. Clients in need of specialty diets can make requests for these diets at intake or through a request for accommodation process. The Shelter Operator coordinates with a licensed food vendor to provide meals from within the kitchen.

Hygiene Facilities

Hygiene facilities are provided on-site including toilets, showers and laundry facilities. Clients are encouraged to utilize these facilities as daily resources to them. Toiletries are provided by the Shelter Operator to clients as needed, and there is one All-Gender restroom available for those who need.

Commented [CM2]: Intro transitional and/or permanent housing opportunities.

Commented [CM3]: Monthly reporting provides resident count length of stay. A detailed report shall be provided to the Oversight Commission upon request

Commented [BR4]: I am not aware that we receive information on the number of clients staying more than 180 days and the reasons for that. Should we consider changing the timeframe for extensions after the first 90 days to every 30 or 60 days>

Clients of the program are required to shower and turn in their laundry for cleaning on a regular basis, as outlined in the Health and Safety Policies.

Transportation

Non-referred persons (“walk-ups”) are prohibited from receiving shelter access. New and returning clients receive direct transportation to and from the shelter daily, and those with street-legal personal motor vehicles are permitted to use their vehicles and park them on site if parking is available or off-site in a public lot at the owner’s own risk. Dates and times for daily pick-ups are outlined in the “Transportation Policies.” Buena Park Navigation Center will use designated locations that provide ample geographic range for those seeking shelter services in the city of Buena Park and serves to minimize community impact and safety considerations. Each chosen location has been selected in coordination with service providers, public safety, and City input. The Operator does not drop-off/pick-up other than at agreed upon locations, unless for medical emergencies, or with specific permission and guidance from management and community partners for special events/occasions.

Security

The Shelter Operator follows policies and procedures that promote utmost safety for clients, staff, volunteers, and the community and strives to provide an atmosphere that promotes community, stays alert for signs of conflict, and confronts behaviors before they escalate. The security plan includes a multi-faceted approach involving screening for sex offenders, convicted arsonists, and individuals with open felony warrants, secured and separate entrances and exits, security searches, confiscation of harmful contraband, trained security personnel providing around-the-clock indoor and outdoor coverage, security and smoke alarms, cameras and lighting. Other program elements which support security efforts include no walk ups and no loitering policies.

Storage

All clients have access to indoor and rolling personal storage space. Each client is assigned a personal storage bin for personal valuables and is permitted to keep a limited amount of personal effects at their bedside in provided lockable storage containers. One rolling outdoor storage bin is also available to each client. Additionally, clients may store temperature-sensitive medication in a locked refrigerator accessible only by program staff.

Housing Navigation Services

Upon entering the shelter, each client is assigned a Housing Navigator. The primary function of the Housing Navigator is to work side-by-side with the client to create a pathway toward permanent housing opportunities, with the ultimate goal of ending their homelessness within a 30-day timeframe.

Additionally, the Housing Navigator provides resources and support to the client during their stay, including encouraging them to access any and all services provided on-site. The Housing Navigator ensures that all clients are entered into the Coordinated Entry System, as the first line of housing engagement.

Together, each Housing Navigator and client completes a personalized Housing Plan which will guide their efforts toward securing permanent housing opportunities. Meeting with the client at least weekly, the Housing Navigator documents their progress towards the actions outlined in the Housing Plan.

Daytime Program Activities

As a 24-hour Year-Round Emergency Shelter Program, the Shelter Operator encourages all clients to stay on-site during the day and to take advantage of the on-site services provided to them during the daytime. Daytime program activities include but are not limited to, the following:

- Full access to any and all on-site service providers;
- Life skills classes and workshops;
- Indoor and outdoor recreational activities (ex: exercise classes; ping pong, library time, space permitting)

Commented [CM5]: Reviewed. No changes required.

Commented [BR6]: Could we consider adding that each client develop a housing plan that includes both a permanent and transitional plan?

Commented [CM7R6]: Language below speaks to the need for a multi step plan from transitional to permanent housing.

Commented [CM8]: Retain this language which exemplifies the need for a personalized Housing Plan with the goal to be securing permanent housing.

Commented [CM9]: Delete

3. Services Provided

Buena Park Navigation Center incorporates a combination of basic needs services as well as supportive services aimed at creating pathways into housing.

The following *services* are provided:

1. Intake/Assessment/Housing Navigation
2. Crisis Evaluation/Mental Health Evaluation Services
3. On-site Centralized Intake
4. Domestic Violence Referrals
5. Shelter Beds
6. Health Clinic
7. Transportation Services and Assistance
8. Computers and Email access
9. Security
10. Meals and Food
11. Homeless Prevention and Diversion Assistance
12. Crisis Evaluation Referrals
13. 211 referrals
14. Employment and Job Placement Resources
15. Substance Abuse Treatment Referrals
16. Mental Health Treatment (on or off site)
17. Laundry
18. Client Storage
19. Respite facilities (a quiet space for clients to rest away from the noise of shelter life)
20. Recreational Activities
21. Dog Walk Area and Pet Services
22. Clothing Donation and Distribution
23. Electronic Charging Stations

4. Coordinated Entry System Integration

Buena Park Navigation Center serves as a designated "Entry Point" of the Coordinated Entry System. The Shelter Operator's staffing plan includes designated staff to conduct Diversion screening and prevent those with other resources from entering the homeless shelter system. Housing Navigators assist Buena Park Navigation Center clients obtain the vital documents necessary to move forward in their housing connection process, **once matched to permanent housing opportunities by the Coordinated Entry Module.**

Commented [CM10]: Once matched to temporary and/or permanent housing opportunities by the Coordinated Entry Module.

5. Target Goals/Expected Outcomes

The target goals and expectations set forth by the U.S. Department of Housing and Urban Development's HEARTH Act.

Buena Park Navigation Center is not regarded as a singular program, as it provides support to Orange County's Northern SPA helping to move the system towards higher a level of system performance, a reduction in the number of persons who experience homelessness in our community and an increase in access to housing opportunities for chronically homeless individuals utilizing Year Round Emergency Shelter Program services.

Indicators for measuring effective system performance include the following key considerations:

- a. Reduction in First Time Homeless -
Are fewer people experiencing homelessness for the first-time? Are only persons who have no safe, appropriate housing option being admitted to shelter?
- 100% of guests served at the Buena Park Navigation Center will be literally homeless.
- b. Overall Reduction in Number of Persons Who Experience Homelessness -
Are overall rates of homelessness declining? Is street homelessness declining? Is chronic homelessness declining?
- 30% of clients who exit the Buena Park Navigation Center to known destinations will exit into permanent housing.
- c. Reduction in the Length of Time Homeless
Do people stay homeless for shorter periods of time? A reasonably short length of time homeless indicates system and program success in rapidly re-housing persons who are homeless. It can also indicate efficiency related to turnover of beds which is essential to meet system demand for Year Round Emergency Shelter Program.
- Length of stay at the Buena Park Navigation Center will target national averages for shelter length of stay.
- d. Successful Resolution of Housing/Homeless Crisis
Do people resolve their housing/homeless crisis successfully by maintaining/obtaining permanent housing? Are people successfully connected to community-based supports?
- Over 90% of clients enrolled at the Buena Park Navigation Center will create a housing plan with their navigator and will enroll in the Coordinated Entry System.
- e. Reduction in Recidivism (subsequent return to homelessness)
Are repeat occurrences of homelessness avoided or declining?
- 75% of Buena Park Navigation Center clients who exit to permanent housing will not return to the homeless management system in the next year.

Commented [CM11]: Temporary and/or permanent housing

6. Program Layout

Buena Park Navigation Center is located at 6490 Caballero Blvd. in Buena Park, CA 90620. The program's current space layout is as follows (rough estimates):

TOTAL SQUARE FOOTAGE OF BUILDING: 15,360 ft²

- **Total Dormitory: 7,252 ft²**
 - Men's Dorm: 4512 ft²
 - Women's Dorm: 2240 ft²
 - Couple's Dorm: 500 ft²
- **Dining/Commons Area: 1792 ft²**
- **Site Administration and Operations Offices: 528 ft²**
- **Intake and Service Desk: 1024 ft²**
- **Restroom and Shower Areas: 886 ft²**
 - Men's: 720 ft²
 - Woman's: 600 ft²
 - All Gender: 128
 - Staff Restrooms: 128 ft²
- **Laundry Facilities: 225 ft²**
- **Kitchen: 528 ft²**

In addition, Buena Park Navigation Center also features the following:

- **Outdoor Facilities/Areas**
 - Outdoor Common Area
 - Bike Rack Area
 - Dog Run

B. PROGRAM DESCRIPTION

1. Client Program Expectations

Prospective clients must be able to perform all aspects of their care and ADLs (Activities of Daily Living, including but not limited to: feeding, showering, toileting, transferring, dressing), follow all Buena Park Navigation Center program expectations, and maintain appropriate behavior with consideration for all other clients of the shelter. All clients must review, initial and sign a copy of the "Expectations" document prior to enrollment (Attachments B and C). At intake, staff assists any and all clients who may have difficulty understanding or reviewing these expectations, and they are available to client at any time.

2. Identification Requirements

A form of official identification is required to verify identity; however, clients are not denied access to shelter services without one. In the event they do not have official identification, Housing Navigators assist clients in obtaining California ID, and can provide each client with a no-cost ID voucher.

Additionally, all clients receive a shelter-specific identification card upon entering the shelter that will be used for readmission during the duration of their stay. Shelter ID components include a photograph, intake date, date of birth, name and other identifying information.

3. Screening Requirements

No person validated on the sex offender registry (Megan's Law) will be allowed to access the shelter property (screening will take place prior to the arrival at the facility as part of the bed reservation system). Additionally, no person with an open felony warrant or convicted of arson will be allowed to access the shelter property. The Shelter Operator works cooperatively with the local police department and utilizes the Orange County Sheriff's Department's public "Warrant Check" database to screen clients for any open warrants. Staff also utilizes the National Sex Offender Public Website to screen for sex offenses across the country.

4. Bed Reservation System

To minimize neighborhood impact, all clients seeking to access Buena Park Navigation Center and services must do so through a designated Intake and Bed Reservation System using Outreach Grid.

New prospective clients may contact one of the North SPA agencies currently authorized as a point of entry into Buena Park Navigation Center. After the referral agency representative discusses the program with the prospective client, the representative must check bed availability on the Bed Reservation System and verify that the client meets the minimum eligibility requirements including the background check. If the Bed Reservation System indicates that an appropriate bed is available for the client and a reservation is made for the client in Outreach Grid, the representative from the referring agency may transport the client to the Buena Park Navigation Center during the timeframe indicated in the reservation system to complete the intake process. Clients will be screened for diversion and/or homeless prevention services, utilizing the Coordinated Entry System's Diversion and Homeless Prevention Questionnaire. If they have an alternate, habitable location where they may stay, they will be diverted from occupying a shelter bed until their resources have been exhausted.

Commented [BR12]: Do we want to add anything that describes processes when clients are placed on the waiting list?

Commented [CM13R12]: "Overflow Management" page 14 speaks to this questions.

Clients meeting eligibility requirements and background check clearance are assigned a bed reservation number (pending bed availability) and given instructions on transportation options and designated arrival time.

In the event a client who has already enrolled with Buena Park Navigation Center has exited/been exited and is seeking reenrollment, they will be directed to contact the Call Center personally, so program staff may determine eligibility status. Returning clients are not required to reenroll through a referral partner, though they may take that route if desired.

The Shelter Operator provides on-site staff to track daily bed inventory and communicate daily bed vacancies with service providers through Outreach Grid. Additionally, 15 beds (10%) are designated to prioritize referrals from local police and/or for emergency or other qualified special situations.

All new clients are screened using the Outreach Grid system which manages bed reservations and availability.

Beds are assigned based on availability and eligibility results. New clients are instructed to arrive at the designated shuttle pick up location or at the shelter through coordinated transportation, by 9:00 PM each night. Those who do not arrive before 9:00 PM without communicating previous arrangements will forfeit their bed for the night.

A security guard or safety coordinator is assigned to each evening shuttle, and the shuttle driver is provided a nightly manifest which includes all clients who are expected at pickup, including all new clients that are expected. The shuttle will transport clients directly to Buena Park Navigation Center.

Clients are strictly prohibited from loitering in the neighborhood surrounding Buena Park Navigation Center or causing any disruption at any of the shuttle pick up locations at any time. This is part of the Operator's Good Neighbor Policy, which is strictly enforced. Failure to meet these expectations or severe violations of any other program policies could result in termination of the client's enrollment. The operator conducts regular checks of a ½ mile radius in the form of outreach to enforce shelter expectations and avoid loitering and homeless congregations.

Upon arrival, clients must complete a security screening process and work with an Intake Coordinator to be informed of the program expectations of Buena Park Navigation Center, and complete necessary intake paperwork. As part of the Health and Safety guidelines, new clients must also shower on their first night in the shelter, and submit all clothing or additional bedding to be washed.

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6. Day Leave and Returning Clients

At least two morning shuttles are available to clients who have a desire to leave the facility during the day for employment or personal appointments. At least two evening shuttles are also available to pick up any clients who have left and are returning for the night. Clients are allowed one leave, and one entry per day. All clients must return to Buena Park Navigation Center before a 9:00 PM curfew unless authorized by management for late entry based on school, employment, etc. Requests to arrange late arrival can be made by completing a request for consideration form and are approved by the program manager.

Clients who leave the program during the day must sign out with staff on a form which logs their destination, and the time they are requesting to be picked up. This information is gathered and collated into a nightly "manifest" which is used by the shuttle drivers to guide their evening routes.

Clients arriving later than 9:00 PM for special unexpected circumstances (such as or discharge from the hospital) must communicate their anticipated arrival time with their Housing Navigator or Site Leader and receive approval for a late entry to be excused. Failure to communicate this could result in an Action Plan which could potentially result in termination, as subject to the "Readmission Policy" protocols.

Clients who are unable to meet the two evening shuttles must arrange alternate transportation to the shelter site, no later pickups will be provided and walk ups will be allowed.

Commented [CM14]: Missing word (such as _____ or discharge from the hospital)?

7. Hours of Operation

Buena Park Navigation Center is open 24 hours, 365 days per year. These hours of operation will be in effect seven days per week, every week regardless of holidays or weather. Service Providers may schedule on-site services to occur at almost any time, and the service schedule is different each day. Below is a Programming Schedule that is in effect on most days for general shelter activities:

- 5:00 AM – 8:00 AM** *Breakfast served*
- 6:00 AM – 10:AM** *First and second wave of morning shuttle drop-offs*
- 10:00 AM – 12:00 PM** *Dorms are closed (Monday-Friday)*
- 11:00 AM – 1:00 PM** *Lunch served*
- 3:00 PM – 4:00 PM** *Snack served*
- 4:00 PM** *First wave of evening shuttle pick-ups*
- 6:00 PM – 9:00 PM** *Dinner served*
- 7:00 PM** *Second (final) wave of evening shuttle pick-ups*
- 9:00 PM** *Curfew*
- 10:00 PM** *Lights Out in Sleeping Area*

C. Overflow Management

1. Coordinated Service Delivery Plan

There are times that the need for shelter beds outweighs the capacity of the 149 bed Buena Park Navigation Center Program, Therefore, a Coordinated Service Delivery Plan is implemented as needed, which includes coordination of the following diversion and redirection strategies:

- a. Homeless Diversion
The Shelter Operator includes homeless diversion screening at the point of intake to ensure that those with alternative resources will not be accessing the homeless system. If clients identify at intake that they have a viable housing alternative to the shelter, The Operator can provide resources to connect the client to that alternative. The Shelter Operator utilizes all available resources to offer successful diversion assistance and, if they cannot provide the assistance themselves, call on other agencies within the Continuum of Care.
- b. Coordination with Family Shelter Programs
As a frontline strategy, the Shelter Operator works with family shelters and other agencies to redirect any families who may arrive seeking shelter at Buena Park Navigation Center.
- c. Coordination and Transitional and Bridge Housing providers
The Shelter Operator works with other service providers to utilize Transitional and/or Bridge Housing vacancies when available. This form of housing can be utilized by returning clients who have been matched with a housing opportunity and will soon move into permanent housing. This strategy will increase the Program's bed turnover rate as clients are successfully matched to alternate housing opportunities.
- d. Coordination with other Year Round Emergency Shelter Program providers
As more year round shelters come online, the Shelter Operator will partner with other providers and programs to redirect overflow to any additional shelter beds that may be available in the county.

2. Overflow Policies

The Bed Reservation System is designed to prevent and minimize overflow and capacity issues for the shelter. A daily bed utilization count ensures that the 149-bed capacity will be fulfilled each evening, as need for beds persist.

In the event of a community-wide natural disaster or in extreme weather situations deemed so by state, county, or city authority, the shelter will maintain its "no walk-up" policy. However, the following option could be utilized by the Operator:

- Utilize alternative locations (churches) for additional beds that may accommodate homeless without a bed reservation during inclement weather or disaster. (Note that this option has budget implications/funding considerations for local government agencies.)

D. Exit and Re-Admission

1. Exit and Readmission Policies

Clients are considered to have exited the program when they voluntarily leave or are exited from the shelter for safety or continual shelter violations, or find alternate housing.

Mercy House's exit policy complies to Orange County's Shelter Standard of Care. When a client exits of their own volition or is exited for shelter violations, the client may contact the Call Center to screen for readmission eligibility after the time designated by staff (on average after 30 days). Clients who self exit are eligible for return provided a bed is available. Each client's actual length of exit will depend on the severity of the infraction or safety violations. The Shelter Operator is balanced in their approach to program exits and readmission policies as it pertains to violations of the program expectations. The expectations include considerations for maintaining a safe and effective facility, safety for clients, volunteers, staff and the surrounding neighborhood. As written, they demonstrate compassion toward both homeless individuals who face increasingly vulnerable situations if forced to exit from a shelter situation to places not suitable for human habitation, as well as the community in which the program operates.

Violations of these expectations are documented and tallied by use of a notice called an Action Plan. The intent of the action plan is to discuss with the violation with the guest to ensure they fully understand the expectation and why their behavior was a violation. Additionally, the guest has the opportunity to create a plan to avoid further violations. For most infractions of the program expectations, staff utilizes verbal warnings and Action Plans. After five (or three of the same) Action Plans a guest may be asked to leave.

Commented [CM15]: Consider language change: "complies with County of Orange Standards of Care for Emergency Shelter Providers and Operations"

Commented [CM16]: Delete 'with'

Severe infractions include open alcohol or use of drugs on a shuttle, violent attacks/fights, possession of weapons, etc. The Shelter Operator maintains a zero tolerance policy towards violence, sexual misconduct, other criminal activity, and drugs and medications used or possessed beyond the scope permitted in the program's Health Polices. These behaviors, when substantiated, may be grounds for immediate enrollment termination upon a first offense and a minimum of 30 days out-of-program prior to readmission eligibility.

Clients who use the facility, programs, and services in violation of a specific rule are obliged to adhere to those consequences. Depending on the circumstances, the consequences of these actions may also be subject to intervention by law enforcement, and if necessary, prosecution up to the limit of the law. To whatever extent is possible, when a client exits the program, Mercy House will work with them to create an exit plan which can include referrals to other services that they are eligible for, potentially including other shelters in the North SPA.

2. Exit Procedures

When a client is asked to exit due to repeated violations of the program expectations, violence, or criminal activity, security escorts the person out of the building and staff provides transportation to one of the approved drop-off locations out of the surrounding area. In the event that an exited person refuses transportation off-site, they are advised once again of the Good Neighbor Policy and reminded that any incidents in the surrounding area may affect their ability to reenroll. Staff and security closely monitor any clients who leave by foot or bicycle until they are out of the immediate surrounding area.

E. Housing Navigation Services Policy

Upon entering the shelter, each client is assigned a Housing Navigator. The primary function of the Housing Navigator is to work side-by-side with the client to create a pathway toward permanent housing opportunities, with the ultimate goal of ending their homelessness within a 30-day timeframe. Additionally, the Housing Navigator provides resources and support to the client during their stay, including encouraging them to access any and all services provided on-site.

The Housing Navigator ensures that all clients who agree and do not have other housing opportunities are entered into the Coordinated Entry System for a potential housing intervention opportunity.

Together, each Housing Navigator works with the client to complete a personalized Housing Plan which will guide their efforts toward securing permanent housing opportunities. Meeting with the client weekly the Housing Navigator documents their progress towards the actions outlined in the Housing Plan.

Housing Navigators assist clients obtain the necessary documentation to move forward in their housing connection process, once matched to permanent housing opportunities by Coordinated Entry.

Additionally, Housing Navigators will work with clients to provide referrals to on-site services as well as any community referrals that may be helpful necessary.

1. Documentation of Housing Navigation Services and Data Security Policies

The Housing Navigators keep case notes in both hard copy paper files and in the HMIS database to track every client's progress and participation in Buena Park Navigation Center. These files are also used to track the resources and referrals given, support rendered, and any Action Plans the client may accrue. Outcomes are recorded at exit and throughout participation in the program.

Paper files are stored in a secure locked location, only accessible by necessary staff.

The Shelter Operator uses HMIS as its primary database and ensures that every client completes and signs an OC HMIS Client Consent Form upon entry into the program. Any client who refuses consent is entered into HMIS with a simple identifier

Commented [BR17]: Should we consider adding that if a client has MediCal that the housing navigator should explain the benefits of enrolling in Cal Aim and assist them with this if needed?

Commented [CM18R17]: Due to rapidly approaching changes regarding MediCal qualification/benefits recommend revising language below which is non-specific to programs/services available.

Commented [CM19]: Revise language: "the Housing Navigator provides resources and support to the client during the stay, including encouraging them to access any and all services applicable and available for the client."

only. A Data Specialist works with the Housing Navigators to ensure optimum collection of all HUD Data standards as required by the HMIS system.

The Shelter Operator has a policy restricting computer access records and client information to authorized staff. All staff computers, database and HMIS access requires passwords by authorized users.

Disclosure of client information to other social service agencies may be permitted only with the client's written consent, in the form of a Release/Authorization of Information. Disclosure of records relating to clients may be released without client consent in certain circumstances as required by law.

F. Daytime Program Policies

Clients enrolled at Buena Park Navigation Center may, but are not required to, leave the facility during the day. However, the Shelter Operator encourages all clients to stay on-site during the day and to take advantage of the on-site services and amenities provided to them during the daytime. Access to the dorms is limited during the day to encourage clients to become active participants of these activities, and to allow staff/security to clean and secure the dorms without client traffic.

At least two morning shuttles are available to clients who have a desire to leave the facility during the day for employment or personal appointments. At least two evening shuttles are also available to pick up any clients who have left and are returning for the night. Clients are allowed one leave, and one entry per day, unless allowed otherwise by the Management or Navigation Team.

If not utilizing the shuttle services, clients are encouraged to stay at the facility. Clients have access to any daytime services offered through the Buena Park Navigation Center partner organizations and are also able to meet with their assigned Housing Navigator on a weekly basis. They also have access to activities provided by shelter staff and volunteer organizations. Clients are welcome to enjoy the Commons Hall, Computer Lab, and designated outdoor spaces.

G. Multi-Service Center Program Policies

1. Outside Multi-Service Center Clients

Because the design of the Multi-Service Center is fully integrated with the general shelter, access is limited to the current clients of Buena Park Navigation Center.

2. Lead Agency Protocols

The role of the Shelter Operator is not to provide all of the supportive services offered at the Multi-Service Center but to recruit and manage a group of partner agencies specialized in providing an array of supportive services beneficial to clients of Buena Park Navigation Center.

The Shelter Operator ensures that the Multi-Service Center has flexible hours to allow clients to come before or after work, or alternatively, on the weekends if possible. The Shelter Operator also engages participation in and facilitates quarterly meetings of the Service Partner Advisory Board.

3. Requirements for Service Provider Partners

All service providers who desire to offer direct services at Buena Park Navigation Center must complete a formal Memorandum of Understanding (MOU) with the Shelter Operator before they can be added to the service calendar.

Responsibilities of the Service Provider Partners include, but are not limited to:

- Set and maintain their own appointment schedule with clients;
- Provide clients with access to transportation to fulfill their scheduled appointments, if needed;
- Ensure that all clients are aware of Multi-Service Center rules and enact appropriate enforcement of client shelter rules for their clients if and when necessary;
- Agree to share service output and outcome information
- Communicate room reservation conflicts with Program staff in advance;
- Respect, maintain and keep clean all areas of the Multi-Service Center;
- Respect and cooperate with Shelter Operator staff, other service providers and clients;
- Participate in quarterly Service Partner Advisory Board meetings and provide input to the improvement of Buena Park Navigation Center.
- Screen clients for eligibility (no sex offenses or felonies with open warrants will be allowed on-site).

H. Good Neighbor Policy – Community Coordination and Communications

1. Communications and Coordination with Neighborhood, Business and Public

The Shelter Operator is committed to communication with neighbors on an ongoing basis. As part of this commitment, the Shelter Operator has helped facilitate a number of Community Forums, prior to opening, and can facilitate additional forums if needed. These Community Forums have provided opportunities to answer any questions members of the surrounding community might have on the operation of Buena Park Navigation Center.

A public inquiry phone number and contact information will be posted. Community stakeholders may call this number for information about the site or to have any questions answered. The phone number exists as a resource for community members and will remain connected as long as the Program is open and operational. Any community complaints and/or inquiries about Buena Park Navigation Center are recorded and forwarded to the appropriate staff for prompt (60 minutes) investigation. The Shelter Operator is fully committed to an appropriate customer service response and considers the resolution of community complaints a high priority.

The Shelter Operator also maintains a website which includes important information for community stakeholders and clients alike. The website includes a “Frequently Asked Questions” section which helps to provide instant answers to community concerns. Additionally, the website includes a digital copy of the Shelter Operator’s full “Good Neighbor Policy” and “Management and Operational Plan” to be made accessible to the public.

Limited tours of the facility may be available on specific days by scheduling an appointment with the Operator and City.

The Shelter Operator has program brochures available on-site and is able to disseminate these resources to groups throughout the community. Information on the brochures highlights the various services at the facility as well as criteria for admission and eligibility. Volunteer, in-kind and donation opportunities are also listed for those who wish to support the program.

The Shelter Operator follows a specific set of media guidelines and has an appointed Public Relations team to handle all media requests. The Public Relations team is charged with ensuring that the public is regularly updated on the progress and successes of the shelter program through various local media outlets.

2. Communication and Coordination with Local Police and Fire Departments

The Shelter Operator is committed to communicating and working collaboratively with local police and fire departments through all stages of program implementation - from facility design to program execution. The intention of the Shelter Operator is to act as self-sufficiently as possible and minimize the shelter's impact on the local police and fire departments. This includes ensuring that staff and security are trained to properly manage and respond to an extensive array of difficult situations that may occur at shelter.

The Shelter Operator and site provides an array of services and support that are beneficial to local police and fire departments. These services include, but will not be limited, to:

- Staff and Security Officers stationed on-site 24 hours (and on-board the shuttle in evening hours);
- Designated beds reserved each night for law enforcement referrals (including percentage set-aside for the host city);
- An Outreach Team will monitor surrounding area to control issues of loitering, abandoned property, and other blight;
- Training opportunities on mental illness, homeless sensitivity or other topics of interest to supplement existing department trainings;
- Direct referral access to the Coordinated Entry system to assist local law enforcement officers connect homeless individuals with housing opportunities;
- Statistical reports on number of clients served, length of stay and/or demographic information.

3. Communications and Coordination with City, County, and Service Providers

Operation of Buena Park Navigation Center is for the public good and to move the homeless Continuum of Care system, as a whole, forward. As such, successful implementation of Buena Park Navigation Center requires the partnership of various stakeholders including the City, County and other Service Providers.

The Shelter Operator is committed to working cooperatively with numerous other service providers, community, and government organizations to serve the needs of the homeless population.

In order to effectively manage and operate a robust Multi-Service Center that provides an array of services for the shelter clients, the Shelter Operator demonstrates collaboration and willingness to engage other service providers.

Additionally, the Shelter Provider is responsive to and provides support to the City Manager or designee, in relation to the outcomes and operation of the program.

4. Policies for Community Involvement

The Shelter Operator is committed to active participation in city and county-wide community events. To the extent reasonable and feasible, representatives of the Shelter Operator attend meetings of the local Neighborhood Associations and local Chamber of Commerce when invited and communicates with neighborhood and business participants as needed.

5. Policies for Neighborhood Outreach Patrol

A staff-led Neighborhood Outreach Patrol assembles several times a week to monitor a 1/2-mile radius around the shelter perimeter. The role of this Outreach is to monitor, promote cleanliness, engage with neighbors, and enhance safety and community in the immediate vicinity.

Commented [BR20]: Should we consider adding # of 911 calls and reasons for the calls?

Commented [CM21R20]: Recommend to not include in MOPS document. Oversight Commission Annual Audit may consider incorporating into 2026 process.

Commented [CM22]: Recommend change to 'a month'

Additionally, this Patrol provides intervention for issues of loitering, unauthorized parking of client vehicles in the neighborhood, abandoned property, shopping carts and other blight. A log is kept of the weekly Outreach patrols. The following actions are completed by the Neighborhood Outreach Patrol:

- All litter and trash items related to the Program are removed from the area and properly disposed;
- Any currently enrolled Clients found loitering in the area are issued a warning. Violations of this rule may cause a client to be exited from the facility;
- Unauthorized parking of client vehicles in the neighborhood are subject to towing;
- Shelter Operator will contact city-designated shopping cart retrieval program to collect all shopping carts found that do not contain items of personal property;
- Shelter Operator utilizes city-designated maintenance apps on mobile devices for removing personal property found in surrounding area and tracks calls made for services;
- Shelter Operator conducts outreach and engagement activities to non-enrolled homeless individuals in surrounding community.

I. Navigation Advisory Commission

The Navigation Advisory Commission is established and maintained:

~~to:~~

~~-To monitor, review and recommend nationally-recognized and regional best practices for the operation of the Navigation Center to the Buena Park City Council resulting in the reduction and/or elimination of negative impacts to the residents, businesses, and schools in the surrounding areas of the Navigation Center.~~

~~-To provide program and policy recommendations that would complement the role of the Navigation Center in Buena Park and other existing resources to address homelessness in the City of Buena Park.~~

~~-Other responsibilities as directed by City Council that fall within the guidelines of the Community Services Department.~~

~~-Promote City Core Values: Commitment, Respect, Integrity, Communication, Teamwork, Excellence and Equity.~~

~~provide review of the operations of Buena Park Navigation Center, enhance community relations, and bring information of any strengths and concerns from the neighborhood, local businesses, city and county entities, service provider partners and shelter clients about the operation of Buena Park Navigation Center.~~

1. Composition of Commission

The Navigation Advisory Commission represents different stakeholders and interests with the composition approved by the Buena Park City Council.

2. Meeting Schedule

The Navigation Advisory Commission will meet as needed (at minimum twice annually) as determined and approved by the Buena Park City Council.

Additional meetings can be held as needed as a way for any member to agenzized issues or to be able to request a special meeting.

3. Accountability and Grievance Process and Policies

In addition to providing input to the operation of Buena Park Navigation Center, the Navigation Advisory ~~Committee~~

Commented [CM23]: Navigation Center Oversight Commission

Commented [CM24]: Per the City of Buena Park Commission Manual: General Purpose and Responsibilities include
-To monitor, review and recommend nationally-recognized and regional best practices for the operation of the Navigation Center to the Buena Park City Council resulting in the reduction and/or elimination of negative impacts to the residents, businesses, and schools in the surrounding areas of the Navigation Center.
-To provide program and policy recommendations that would complement the role of the Navigation Center in Buena Park and other existing resources to address homelessness in the City of Buena Park.
-Other responsibilities as directed by City Council that fall within the guidelines of the Community Services Department.
-Promote City Core Values: Commitment, Respect, Integrity, Communication, Teamwork, Excellence and Equity.

Commission is also tasked with the on-going review of the Shelter Providers ability to effectively administer its Operational Plan and Good Neighbor Policies. In the event that a Navigation Advisory Commission member finds concerns over the Shelter Operator's implementation of the program, the following processes and policies will be enacted to allow the Shelter Operator to make corrective actions toward such grievances:

- 1) Once a grievance has been filed, Shelter Operator and Navigation Advisory Commission will create, at the meeting in which the grievance is filed, an action-plan to resolve the issues by the next regularly scheduled commission meeting;

- 2) At the next meeting, the action plan's outcomes will be reviewed to determine if the issue has been resolved;
- 3) If the issue has not been resolved, but the Shelter Operator has provided evidence of a good faith effort to follow the course of actions outlined on the plan, they will be given an additional 90-days to enact an alternative plan;
- 4) If the issue has not been resolved and the Shelter Operator has not demonstrated or provided evidence of following the course of actions outlined in the plan, a formal complaint will be sent to the City for investigation and possible termination of the Shelter Operator Contract. The City shall have a plan for operation of the shelter if the shelter operator is terminated by the City, including failure to enforce plan components such as Good Neighbor Policy, bed reservation requirements, no walk-up policy, etc. The plan may include selecting the next eligible operator from the original operator RFP and/or entering into a sole source with a new operator, based on approval of the City Council.

Additionally, law enforcement has the ability to bring forward operator non-performance directly to the City

4. Reports to the Commission

The Operator will provide quarterly statistical report to the committee at meetings to include data on shelter program outcomes: unduplicated clients served, number of entries and exits and the nature of exits, [# of 911 calls and reasons, list of partner programs](#), as well as length of stay information.

J. Safety Policies

1. Facility Maintenance

The Shelter Operator keeps a schedule for regular facility maintenance and cleaning. The Program contracts with a janitorial service to provide daily cleaning services for all areas utilized by clients and weekly for office space and the Multi-Service Center areas. In addition, Program Staff also personally maintains a round-the-clock cleaning schedule which addresses each area of the facility.

Shelter Staff attends to regular minor maintenance duties and repairs. Major repairs are reported to the Program Manager and depending on the work needed may be sent out to an approved list of vendors for bids, approval, and completion. Maintenance and cleaning forms are used to track completion of each task and submitted to management on a daily basis. The Shelter Operator is responsible for staff training and performance in these duties.

The outside grounds are incorporated into the maintenance schedule and rotation including cleaning of parking lot, watering of plants, maintenance and cleaning of sidewalks and patio areas, and checking of outside lights and furnishings. Graffiti is reported to Program Manager for removal within 24 hours.

The Shelter Operator is committed to maintaining a pest free environment throughout the premises. As such, no open food or drink is allowed in the dorms and sleeping areas, with the exception of water. Trash bags are emptied throughout the day in all areas as they become full. Inspection of client spaces and lockers are conducted for any items that would attract pests. All staff receives appropriate training for the identification of common pests as well as prevention and control measures. A Pest Control company is contracted by the Shelter Operator and comes regularly to spray for bugs, check for infestation of pests, and performs other pest prevention or extermination treatments that might be seen on their visits or reported by staff.

2. Fire and Earthquake Safety

Evacuation Plan for Ambulatory and Non-Ambulatory Residents

All shelter staff are trained in protecting the safety of everyone in the facility. Staff respond quickly and safely when an emergency, incident, or natural disaster occurs. Evacuation Routes and Exits are posted in each major area of facility. An evacuation point outside has been designated to the rear of the building, near the storage shed on the north-east corner of the property.

In the event of an emergency, the present site lead during the emergency will notify all staff and clients to evacuate, call 911, and direct the evacuation itself. Staff will be assigned to oversee the evacuation of clients in each work area. Staff will check client areas, assign assistance to non-ambulatory and disabled persons, and lead clients to safety through the nearest safe evacuation exit. Staff will assemble clients outside at designated evacuation point, read bed list for attendance and search for any missing clients as safety conditions allow.

In case of fire these additional protocols will be completed:

- The Program Manager or lead staff member will pull the nearest fire alarm if it is not already sounding; the Fire Department monitors the alarm and will respond immediately.
- While evacuating clients, staff will attempt to close all door(s), if safe to do so.
- Before exiting a room, the Program Manager or lead staff member will touch back of hand to the door to determine if the door is cool, then open it a crack, smell for smoke, and if deemed safe, open the door and leave the building to the evacuation meeting point.
- If the door is hot, it will not be opened and staff will lead clients to leave via the nearest safe exit.
- Staff will locate and use appropriate fire extinguishers if safe to do so.
- When the Fire Department arrives, a staff person will speak to the officer in charge and give the officer a set of site keys.
- Staff will contact the Program Manager or their proxy as soon as possible, if not onsite.
- Staff will report incident and procedure in Incident Report and staff shift notes as directed in shelter policy.

If the weather is inclement and if the evacuation will not be short, staff will:

- Contact the Program Manager to identify evacuation locations and disaster team if assistance is needed for client shelter, meals or services.
- Contact other Homeless Providers for services as needed.

For a false alarm or other short-term evacuation, staff will direct occupants back into the building once the Fire Department has authorized an "all-clear" call.

3. Fire Prevention Procedures

Buena Park Navigation Center was approved by the Fire Department for all fire codes, sprinklers, alarms, and exits prior to service implementation. Emergency lighting has been installed both inside the facility and outside on the grounds for safety and in compliance with all codes.

No smoking is allowed inside or outside the building within 20 feet of doors. A smoking section is designated and a sign is posted in the enclosed patio area.

4. Fire Drills and Documentation

Fire drills are conducted at least quarterly. Documentation of fire drills are kept for three years in Shelter Management Files.

5. Fire Inspections and Extinguishers

The most recent annual fire inspection is posted in a designated area of Buena Park Navigation Center facility and is included in the Shelter Management files. Fire extinguishers are hung in each area of the building as shown in facility plans and in evacuation plan. Fire extinguishers are inspected and maintained per city and county requirements. A certificate of the last most recent fire inspection is posted in a visible designated area.

6. Earthquake Safety

Earthquake drills are conducted quarterly by staff. The evacuation route and procedures are the same as for other hazards. A client tally and search will be conducted once the evacuation is conducted.

In case of an actual earthquake that causes damage to facility or grounds, the Fire Department will be called to inspect the facility as soon as safety permits. Clients will be evacuated from building and transported to other shelters as needed.

Commented [BR25]: Do we have a list potential evacuation sites if the shelter sustains damage, such as Community Center, library, etc.?

Commented [CM26R25]: 2026 topic for discussion (160 persons – 150 clients and 10 staff) with City during monthly meetings.

K. Security Plan

The Shelter Operator follows policies and procedures that promote the utmost safety for clients, staff, volunteers, and the community and strives to provide an atmosphere that promotes community, stays alert for signs of conflict, and confronts behaviors before they escalate. Acts of violence upon guests, staff, volunteers, or community members will not be tolerated.

1. Eligibility Screening

No person validated on a sex offender registry (ex: Megan's Law) can access into Buena Park Navigation Center. Additionally, no person with an open felony warrant or convicted of arson will be allowed to access the shelter property. The Shelter Operator works cooperatively with local law enforcement to screen clients for open warrants. In addition, Program Staff utilizes <https://www.nsopw.gov/> to screen for status on national sex offender registries.

2. Secured Entrances

All clients are required to enter the shelter in a coordinated, peaceful fashion.

All clients present identification upon entry. Clients without valid California identification cards are given supportive services to secure a valid identification card. Clients also receive a shelter-specific ID to use for admission into the shelter during the duration of their stay.

All clients and their belongings are checked by security personnel, utilizing security wands each time they enter the facility. Any found prohibited items are seized and illegal contraband is destroyed. Prohibited Items include (but are not limited to): weapons, explosives, flammable or volatile substances, illegal drugs, controlled substances or drug paraphernalia, bio-hazardous items or environmentally harmful goods. A more extensive list of examples of Prohibited Items is clearly posted before and at the security checkpoint.

Clients sign in upon entrance, and sign out upon exit from the building.

3. On-site Security Personnel

The Shelter Operator provides a sufficient number of trained security guards to ensure the safety of clients and the surrounding neighborhood, 24 hours a day.

Security is on-site at all times, and conducts security rounds as necessary, and at least once each hour.

Security guards are stationed both inside and outside the shelter to ensure maximum coverage.

Security guards are accessible and visible to clients, and survey facility for any potential concerns. Staff and security communicate with each other via portable electronic equipment (ex: 2-way radios).

Security guards are contracted through a third-party vendor. Security guards carry handcuffs and the option of straight-stream gel pepper spray. The vendor ensures that all security staff are regularly trained and updated as needed. Security guards receive Homelessness Sensitivity Training through the Shelter Operator's resources.

4. Staff Plan

Shift	Hours of Shift	MON	TUE	WED	THU	FRI	SAT	SUN
AM Logistics 1 & AM Janitor	5:00 am - 1:00 pm (9 am - 1 pm Janitor)	8	8	8	8	8	8	8
AM Logistics 2	7:00 am - 3:00 pm	8	8	8	8	8	8	8
AM Logistics 3	7:00 am - 11:00 am	4	4	4	4	4	4	4
AM Logistics 4 & PM Janitor	9:00 am - 5:00 pm (1 pm - 5 pm Janitor)	8	8	8	8	8	8	8
AM Logistics 5	11:00 am - 3:00 pm	4	4	4	4	4	4	4
PM Logistics 1	3:00 pm - 7:00 pm	4	4	4	4	4	4	4
PM Logistics 2	4:00 pm - 8:00 pm	4	4	4	4	4	4	4
PM Logistics 3	4:00 pm - 11:00 pm	7	7	7	7	7	7	7
PM Logistics 4	7:00 pm - 11:00 pm	4	4	4	4	4	4	4
Overnight 1	11:00 pm - 7:00 am	8	8	8	8	8	8	8
Overnight 2	11:00 pm - 7:00 am	8	8	8	8	8	8	8
Outreach 1	12:00 pm - 4:00 pm	4		4			4	
Outreach 2	12:00 pm - 4:00 pm	4		4			4	
AM Safety Coord	7:00 am - 3:00 pm	8	8	8	8	8	8	8
PM Safety Coord 1	1:00 pm - 9:00 pm	8	8	8	8	8	8	8
PM Safety Coord 2	3:00 pm - 11:00 pm	8	8	8	8	8	8	8
Driver Supervisor	AM or PM Driver Times (Fri/Sat Mandatory, Others Vary)		8	8	8	8	8	
AM Driver 1	5:30 am - 1:30 pm	8	8	8	8	8	8	8
AM Driver 2	5:30 am - 1:30 pm	8	8	8	8	8	8	8
PM Driver 1	1:00 pm - 9:00 pm	8	8	8	8	8	8	8
PM Driver 2	1:00 pm - 9:00 pm	8	8	8	8	8	8	8

5. Security

Time	Security Guards
12am - 12pm	2
12pm - 8pm	2
8pm - 12am	2

6. Security Alarms and Cameras

Buena Park Navigation Center is equipped with security cameras both inside and outside, ~~door bells~~doorbells and portable communication device worn by staff. Staff also ~~has~~have access to panic buttons which can silently summon police to the facility during emergency situations.

Site Leads and Security Officers can monitor footage via web-based security servers, on computers at the security desk and administrative office areas. Security footage will be retained digitally for 30 days.

7. Security Lighting

Security lighting is used both inside and outside the facility to highlight the entrances and parking lot. A security officer is available to escort any person to the parking lot or street-side parking after sunset.

8. Loitering Policy

Clients are not allowed to loiter in the surrounding neighborhood. Subsequent violations of this rule result in warnings which may lead to the client's program enrollment being terminated. The Shelter Operator's Good Neighbor Policy includes regular outreach and random checks of the surrounding area to prevent and control loitering issues.

9. De-escalating Conflicts

All employees receive training in communication techniques that are known to be helpful or effective in de-escalating confrontations.

Commented [BR27]: Can we put in how many hours of training, what is included, if there is a hands on or role play and how soon after hiring and how often is re-training required?

10. Entrance and Exit Procedures

To maintain a safe environment in the shelter, all clients enter and exit through one main entrance and security checkpoint. The entrance is equipped with security cameras inside and outside the facility. Each area of the building is locked when not in use, and the site is "zoned" so that clients only have access to the areas which they need. During sleeping hours clients will have restricted access to other areas of the building. The staff offices are only available by appointment.

Commented [CM28]: Request expanding language to include training upon hire and to be completed prior to annual evaluation

All clients must present some kind of ID upon entry, and their person and belongings are searched by security. They sign in upon entrance and sign out upon exit from the building.

All clients enter the property by bus/shuttle or other motor vehicle. Clients are escorted from the designated parking lot area and bus/shuttle drop off area to the shelter entrance. In the event that Multi- Service Center services are opened to the public, those clients would follow the same entrance procedures.

11. Policy regarding storage of client's possessions

All clients have access to limited personal storage space. Each client is assigned a lockable storage bin and lock to go under the bed for personal valuables.

Clients are also assigned rolling storage bins. Upon being assigned the rolling bin, clients must sign a *Storage Bin Agreement* form which states that staff is not responsible for any items that are lost, stolen, or damaged.

A client may store personal effects in their assigned bin to the capacity with which it can still correctly close and be safely rolled to and from the bin storage area. Bins may be accessed, with staff supervision and only during assigned hours during the day. Indoor lockers may be accessed at any time during the day other than "light out".

All items are stored for the length of the client's stay at the shelter. The right to store items on-site may be revoked based on violation of rules and at the management's discretion. Once a client has exited the shelter program, any personal effects may be stored for up to 7 days if needed; after which, the property will be disposed of. Clients who have exited from the shelter program must contact staff to set an appointment to collect their personal belongings within the 7 days.

In the event the client cannot come to retrieve their own property, they may name a proxy of their choosing to pick up their effects by filling out an *Authorization for Release of Personal Property* form. The client will be responsible for asking their designated contact person to retrieve property, if needed. A limited extension to the length property is held may be granted under exigent circumstances, and only by close coordination with management.

No Prohibited Items may be stored inside the shelter. Limited Prohibited Items may be stored in outdoor bins (see Prohibited Items List for examples).

12. Policy Pertaining to Searching of Clients' Property by Staff

The Shelter staff has the right to inspect all storage areas, including rolling bins and lockers, to ensure compliance with contraband policies.

If Prohibited Items are seen being transferred to a client's personal rolling bin or locker, or if there is other reasonable suspicion that there are Prohibited Items in a client's belongings, that storage and belongings may be searched for safety purposes, with or without the client present. Clients are required to use locks provided by the program for this reason. If a client wishes to use their own lock, they must supply management with a copy of their key or the combination. Any unauthorized locks may be cut if needed. When inspecting a client's belongings without them present, two staff persons are responsible for the search. An authorization form is signed by the client at time of intake. When items are found in the client's possession that are not illegal paraphernalia, but are also not suitable for storage, clients can choose to have the staff dispose of the item or they may store property off site premises at their own cost. Clients are not allowed to store items in the surrounding neighborhood.

Staff reserves the right to designate a period of time when a client will be ineligible for re-entry to facility, if contraband is found. Length of ineligible time will be documented according to the "Exit and Readmission Policies".

13. Policy on Possession of Weapons On-Site

No weapons or items which the staff identifies as being dangerous or obviously capable of harm may be brought into the shelter. Any belongings that a client brings into the building must come through the dedicated security checkpoint so that security can search and inspect them for weapons or items described above. Anyone found attempting to bring these kinds of items past security will be asked to immediately leave the premises and neighborhood of the facility. Sharp objects such as tools, knives or scissors may be stored in outdoor bins, but not taken into shelter living areas. Heavy or blunt hand objects like hammers, bats, or crowbars are also not be allowed into the facility for the same reason. Transportation off property will be offered to clients in this situation if safety allows.

14. Procedure for Contacting Police

The intention of the Shelter Operator is to act as self-sufficiently as possible and minimize the shelter's impact on the local police department. This includes ensuring that staff and security are trained to properly manage and respond to an array of difficult situations that may occur at shelter.

In establishing a procedure for contacting police, the Shelter Operator works cooperatively with the local police department to establish shelter policies and procedures on how and when to contact police for conflict resolution, trespassing, theft, unruly behaviors, loitering around property, mental health evaluation, and emergencies. For non-emergency incidents which merit law enforcement attention, staff will call the Buena Park Police Department non-emergency line at (714) 562-3901.

The program established and follows a simple 911 protocol when dealing with incidents at the shelter. All staff members are trained in these procedures. 911 may be called for any medical emergencies, violent behaviors that endanger others, and suicidal ideation. In the event that a client requests 911 be called, staff will take a quick inventory of the situation to decide if 911 should be called immediately or if it would be more appropriate to use an alternate solution: directing to urgent care, Non-emergency Paramedics, shuttle rides to the hospital, or if it is a medical concern that can wait until the client is able to be seen by a nurse or physician on-site, nurse help-lines, or a tele-medicine appointment.

L. Health Policies

1. Housekeeping Policies

The Shelter Operator is committed to, and understands the importance of, maintaining hygienic, sanitary environments for the well-being of clients, volunteers and staff. The Shelter Operator maintains written, standardized housekeeping procedures. Each procedure has been designed for the safety of staff and clients and for a consistent, high standard of housekeeping. Staff are provided with training in these procedures, are monitored in performance of the procedures, and evaluated in their effective use of them. Training also includes education on different hazardous materials with which staff may come into contact when carrying out their assigned work tasks. The complete list of procedures is included in a Shelter Policy and Procedures Manual and made available to all employees.

Shelter staff is responsible for cleaning of the facility. Thorough daily cleaning of all client areas include living quarters, serving and dining areas, and common areas are done using institution strength anti- bacterial products. Bathrooms, showers, and eating areas are given priority attention. The serving and dining areas are cleaned according to strict health standards after each meal. Office space is cleaned weekly or as needed by Shelter staff and partner organizations using the space.

To prevent cross-contamination, clients are encouraged to store personal toiletries in plastic sealable bags on their beds when not in use. Clients are assigned a set of linens at intake for their use while in the shelter. The client is responsible for making and maintaining their bed each morning. Staff washes linens and client laundry weekly in hot water with bleach (except when cleaning clients' colored laundry) unless special circumstances require more regular cleaning.

All staff practice universal precautions in handling laundry, cleaning of facility, and general self-health care. Specifically:

- Staff wear appropriate protective garments (i.e. gloves) while completing tasks;
- Staff use recommended disinfecting cleaning products for each area of facility;
- Staff practice required hand-washing procedures;
- Serving staff are trained in and practice required food-handling procedures;
- All client clothes are washed upon initial intake and weekly thereafter;
- All laundry is handled according to safety and washing procedures;
- Staff and volunteers follow a set of Program Rules and Regulations for working when they are sick/contagious.

The outside grounds are included in the housekeeping standards and schedule. The facility's outside spaces, parking lot, and green areas are cleaned daily from debris and litter. Chairs and tables are cleaned regularly according to agency standards,

and more often when needed. Minor repairs of the facility and grounds are completed by the Shelter staff. Any major repairs or work requiring specialized training are completed by approved vendors.

The Multi-Service Center areas are also included the housekeeping standards and schedule. The Service Partner agencies must adhere to housekeeping procedures as outlined in their MOU agreement. Service Provider Partners are expected to respect and keep their areas clean after usage.

2. Pets, ESAs and Service Animal Policies

If space allows, clients are permitted to bring pets, defined as a dog, cat, or recognized service animal, excluding exotic and wild animals.

Only registered animals that are spayed/neutered, have proof of current licensing and vaccinations in Orange County are allowed at the facility. Animals coming into the shelter must also be kept free of fleas, ticks or other pests/parasites. Animals are permitted to stay in the shelter and living areas and must stay in the provided kennels or on a controlled leash while on the grounds.

In order to confirm that an animal is considered a Service Animal, staff may ask if the animal is needed to help with a disability that the client is experiencing, and what specific task the animal can perform.

Because there is no legitimate Service Animal Registry, no registration, Service Animal ID or special tag or vests are necessary.

The health and well-being of all animals brought into the shelter is the sole responsibility of their owner. Clients must feed and clean up after their animals, and Shelter Staff is not required to provide food, although animal food may be regularly available through donations from the program's partners. Clients who are unable to care for or feed for their pets or cannot control them while at the shelter are asked to remove the pets from the facility.

If the Shelter Operator partners with a Veterinarian, clients may be required to keep regular pet-health appointments.

3. Possession and Use of Controlled Substances

The Shelter Operator has strict policies prohibiting the possession or use of alcohol or controlled substances at or in the vicinity of Buena Park Navigation Center and its Shuttle Pickup Locations by employees, residents, clients, and general public.

It is the intent of the Shelter Operator to promote a safe, healthy and productive environment for everyone. Staff recognizes that the illegal and/or excessive use of drugs and alcohol, or the inappropriate use of prescribed drugs is not conducive to a safe living environment. It is the objective of the Shelter Operator to have an environment that is free from the influence of controlled substances and alcohol at all times on premises. The unlawful purchase, possession, transfer, manufacturing, distribution, dispensation or use of any illegal drug is inconsistent with the objective of operating in a safe and efficient manner and is strictly prohibited and is contrary to mission of Buena Park Navigation Center.

4. Policy for Drug Possession

Staff reserves the right to refuse entrance to any client who is noticeably under the influence and exhibiting behavior that is unsafe or inappropriate due to influence. If alcohol, illegal substances, or

paraphernalia are found in ~~client's~~ clients' possession after they have completed entry paperwork and necessary security screenings, that client may be issued an Action Plan which may result in the termination of their enrollment, depending on the type of contraband. They may be given a time frame of their next eligible readmission date. The illegal drug or alcohol is disposed of and documented by two staff following written protocol in a Policy and Procedures Manual.

5. Security, Use and Access of Prescription Medications

Clients are allowed to hold and control their own medication, provided that they maintain a current prescription and that the medication is kept in the appropriate original container. If a medication needs to be refrigerated, the medication is packaged and labeled with person's name, bed number, and name of medication and placed inside a designated locked refrigerator which can only be accessed by staff.

Clients whose medications are stored in the locked refrigerator can retrieve them as soon as possible by placing a request to the staff on duty. The clients are responsible for the safe keeping of and taking their own medications within limits of how they are prescribed. Only the person whose name is on the medications is able to retrieve them.

6. Client Use of Over-The-Counter Medications

Use and storage of over-the-counter medications follow the same policy and procedures of prescription medications, although identification cannot be verified in this case.

7. Client Access to Emergency and Medical Care

Clients can access medical care at any time. They should communicate to the staff on duty their need for medical care, if possible. Medical support can be accessed through the onsite Medical Wing and/or through local hospitals if and when access to the Medical Wing is not available.

If a client requires first aid items, they may access them from a shelter staff member at the service desk. The staff member may assist the client in basic first aid care with the client's permission, as he/she will be trained in using universal precautions.

In case of a seizure, staff are trained in appropriate safety precautions and call for support from the Medical Wing staff or 911 if a seizure persists or causes bodily harm. If a client needs emergency or serious medical care, the staff on duty will call 911 and follow the 911 operator's procedures. In case of an injury, staff will not move the client. They will contact other staff, call 911, and if appropriate, check breathing and pulse and begin CPR if needed. One staff member or trained volunteer will attempt to keep the client comfortable and keep other clients away from immediate scene, while another staff member will wait for medical personnel, give medical personnel information about client, and direct them to client. For non-emergency incidents, staff will assess the situation and connect the client with an appropriate care provider such as: on-site medical partner, urgent care, referral to the clients primary care doctor, on a case-by-case basis.

Program staff are also trained on the use of the overdose rescue drug known as Narcan. Program staff work with community partners and distributors to ensure that Narcan is available in strategic locations within Buena Park Navigation Center. Staff shall be educated on the location of Narcan in the facility and these sites shall be clearly labeled.

The Program Manager will be called as soon as possible following a major incident. After any client emergency or incident has been controlled, the lead staff member completes an Incident Report form which will be sent to the Program Manager and higher-level staff as needed.

8. First Aid Equipment, Supplies and Procedures

The Shelter Provider and/or Medical partner has first aid supplies available at all times. The first aid kits are inspected monthly, updated as items expire, and re-stocked after each use. Staff members are trained annually in universal precautions, basic first aid care, and Mental Health crisis. Any incidents occurring at Buena Park Navigation Center requiring first aid are documented in the daily report and an Incident Report is prepared and sent to Program Manager and other higher-level staff as necessary.

Commented [BR29]: IS the Medical Wing the on-site medical clinic?

Commented [CM30R29]: Yes

9. Policies & Procedures for Disease Prevention

The Shelter Operator has protocols for prevention and treatment of certain diseases and conditions such as seizures, diabetic episodes, mental health episodes, lice, bed bugs, influenza, and other communicable and contagious diseases, and will operate in compliance with guidance from County Health Care Agency and the Center For Disease Control. Clients are screened for wellness upon intake to the shelter to limit the risk of exposing the shelter to communicable disease. Universal precautions are practiced at all times in handling of fluids, client clothing, laundry, and in all cleaning of premises.

When an accident or injury to an employee or client occurs or when there has been damage to Shelter property, staff follow a set protocol which includes:

- Immediately contacting Supervisor about the situation
- Dealing with any injuries
- Securing the accident scene by obtaining names, addresses, and phone numbers of witnesses if possible, taking photos if possible, and noting any unusual circumstances
- Recording all necessary information to complete a formal report
- Not accepting any responsibility on behalf of the Shelter Operator
- Reporting accidents and injuries within 24 hours to insurance carrier

If a client shows symptoms of a contagious disease or other public health concern that might threaten another person, the Operator will follow guidance of County Health Care Agency and the Center For Disease Control. If the health concern is serious enough, staff may require that the client immediately leave to be seen/evaluated at a local hospital. If a client leaves due to disease, the bedding and client's clothes are washed, bed cleaned, and bedding replaced on bed. Clothes and belongings are stored in designated areas and held for the maximum amount of time permitted. The Shelter operates to conform to best health practices and concerns.

Universal precautions are used for all handling of client possessions. Staff follows hand washing techniques recommended by the Health Department.

All staff are regularly tested for TB as required by OSHA standards and written in the Shelter

Operator's Policy and Procedures handbook. If a client shows symptoms of tuberculosis, the client is sent for medical diagnosis and asked to receive a TB test. TB testing can be made available to clients through the Medical Services on-site as a community health benefit.

Commented [BR31]: TB testing results can take a few days to obtain reading. If someone has TB symptoms should they be sent to either the ER or urgent care?

Commented [CM32]: TB testing can be made available to clients through the Medical Services on-site as a community health benefit and sequestered appropriately should symptoms be observed.

M. Food Policies

1. Provision of Nutritional Needs of Clients

The Shelter Operator provides a breakfast, lunch and hot dinner to each client every day. Meals are prepared off site by a third-party vendor and brought to the site to be served in the serving area. Meals are nutritious and healthy including a variety of fruits and vegetables. Accommodations can be made on a case-by-case basis for clients with dietary restrictions. Clients in need of specialty diets may request such a diet by submitting a Request for Accommodation to the Program Manager.

The Shelter Operator includes in its in-kind donation strategies, opportunities for food donations and partnerships with local food banks. The Shelter Operator also works with community and church partners and existing community meal service programs to offer opportunities to feed the homeless individuals at the shelter.

Tables and chairs are set up for meals in the Commons Dining Area at the scheduled meal times.

Food is served at designated times of operation for registered shelter clients only. Clients of the Multi- Service Center would not be permitted to access the dining area, nor would they be allowed to participate in daily meals.

2. Meeting the Health Department Standards

The Shelter Operator will meet all Health Department standards. Provisions for the Sanitary Storage and Preparation of Food Buena Park Navigation Center has adequate space for storage of dry foods, refrigerated foods, and supplies. Separate and secure refrigerator/ freezer space is made available for client medications. The Shelter Operator may provide extra refrigeration and freezer appliances as needed to supplement safe storage of food, if space is available. Current certificates of food handling safety are posted in the serving area. Any volunteers will be supervised by an authorized employee.

All serving area storage areas are cleaned on a planned schedule and outdated food is disposed of. There is a rotation schedule for the storage and use of food in the refrigerators, and dry goods pantry that maximizes use of food so that it does not become outdated.

Commented [BR33]: Should we include monitoring of refrigerator and freezer temperatures on log?

Commented [CM34R33]: Since 'Food storage temperature monitoring compliance' is evaluated twice annually during audits not necessary to include in the MOPS.

N. Transportation Policies

The policies for travel to and from Buena Park Navigation Center are designed to safely support client needs and minimize potential impact on the adjacent residential neighborhood and businesses.

The following transportation measures have been implemented:

1. Transportation Flow ON and Off Property

The Shelter Provider implemented a plan for safe and effective flow of traffic on and off the property based on the schematics of the shelter grounds and surrounding neighborhood. Considerations include provisions for pedestrian, bicycle, personal transportation and bus and shuttle services.

2. Pedestrian Traffic

The shelter operates by bed reservation only and no walk-ins are accepted. The clients are expected to utilize the transportation options that are provided to them by the Shelter Operator, unless they own and drive a personal motor vehicle.

Any individual that does walk-up receives information on how to make a bed reservation and is provided transportation to a self-directed location out of the surrounding area to return only when the established reservation protocol has been followed. If a person walks up who refuses transportation off-site, they are notified of the Good Neighbor Policy, and are closely monitored as they leave the area.

3. Bicycle Traffic and Parking

Bicycle racks have been provided on site. Bike locks will be encouraged but are the responsibility of the client to obtain. Clients must complete a simple registration process for any bicycle brought onto the property, and property and is limited to only one per person. Bus and shuttle transportation vehicles have been designed to transport bicycles to mitigate foot traffic. Unless specially approved, bicycles are not allowed to be ridden on or off the facility.

Commented [CM35]: Per policy, bicycles are not allowed to be ridden on or off the facility unless special considerations requested and approved due to specific circumstances which comply with the Good Neighbor Policy.

4. Shuttle Transportation Services

Access to the shelter is provided via on-site shuttle transport vehicles.

It was recommended that there be a minimum of three (3) designated drop-off/pick-up locations (Shuttle Stops) that provide ample geographic range for qualified clients seeking shelter services. ~~Several~~ Shuttle Stops were selected by the host city/police department and/or in collaboration with neighboring police departments. The operator does not drop-off/pick-up other than at agreed upon locations unless in exigent circumstances, or with close personal supervision for housing-related travel.

Commented [CM36]: There will be a minimum of designated drop-off/pick-up locations (Shuttle Stops)...

Commented [CM37]: Delete 'Several'

Daily shuttles are provided to transport all screened clients to the Shelter Site. Security guards ride with the shuttle in the evenings to ensure only prescreened clients with bed reservations receive transportation to the shelter. The Shelter Operator also conducts random ~~daily~~ weekly checks of a ½ mile radius around the shelter, as well as the area immediately surrounding the Shuttle Stops to enforce shelter rules and avoid loitering and homeless congregations.

Commented [CM38]: 'weekly'

To avoid long-term loitering at the Shuttle Stops, clients may arrive at the Shuttle Stop fifteen (15) minutes before the start of the earliest shuttle departure times. The Shuttle Stops are an extension of the shelter and thus any violation such as loitering constitutes a violation of the shelter rules which will be strictly enforced.

The shuttles provide pick-ups beginning at 4:00 PM and 7:00 PM, transporting new and returning clients. Prospective new clients must be present at designated pickup locations at a pick-up time agreed upon at the time of referral or they risk forfeiting their bed.

In the case of special circumstances, and only if arrangements have been communicated by the client to their Housing Navigator or Management the prior evening, returning clients who are unable to return to the shelter at the designated time and utilize the second shuttle may use alternate private or public transportation to return to Buena Park Navigation Center.

Each morning, two shuttle services are provided for clients who desire to leave the shelter for employment and other personal appointments. The scheduled start times are 6:00 AM – 10:00AM.

5. Personal Vehicle Transportation and Parking

The Shelter parking lot is available to clients, staff, volunteers and vendors.

6. Staff Transportation of Clients

Shelter staff members are prohibited from transporting clients in their personal vehicles. Only designated driver staff in shelter owned/operated or contracted vehicles may transport clients, and only for shelter- related purposes.

7. Delivery of Shelter Good and Community Donations

Deliveries of goods donations are to be dropped off in a designated area. The planned location for these designated drop-offs can change depending on on-site activities and take into consideration pedestrian, bike and other vehicle traffic routes to minimize safety risks and impact to the shelter site and surrounding area.

Deliveries of supplies from contracted vendors occur approximately 3xs weekly. The delivery of community donations by private donors occur sporadically and as available. Staff is available 24-7 to ensure safe and effective deliveries of any materials if needed, though it is the intent of the Shelter Provider to receive all deliveries of goods and/or donations will occur between the hours of 10:00 AM and 4:00 PM daily.

O. Financial Policies

1. Financial Requests from Clients

Financial requests from clients (such as for Bus Passes or ID Vouchers) must be requested and received through their Housing Navigator or Site Lead. Clients will sign a designated log when they receive the requested item. All bus passes and vouchers are kept in a locked safe in a locked office or closet at all times when not in use.

The Shelter Operator offers these financial assistance opportunities to clients, when available, and according to basic priority levels based off reason for request and status of housing plan. The Shelter Operator is not obligated to fulfill all financial requests from clients that they receive.

2. Client Possessions and Funds

No clients' personal funds or money are handled by the Shelter staff. Clients with funds that they keep while at the Shelter are solely responsible for their security and safety. It is recommended by staff for clients not to have funds on site to the extent possible, and to store wallets/purses, electronic devices, and any cash in appropriate locked storage. The Shelter Operator has a policy of not being responsible for lost or stolen items that is included in a Policy and Procedures Manual, listed in the signed *Client Expectations* agreement, and read with new clients at the time of intake.

Clients are not permitted to give cash to staff at any time, for any reason.

3. Annual Outside Audit

An independent financial audit of the Shelter Operator is completed on an annual basis. A most current audit is kept on file at the Shelter Operator's administration offices and may be viewed as necessary.

Buena Park Navigation Center is also subject to an annual program monitoring. It is the responsibility of the Shelter Operator to correct any deficiencies reported by the audit within the time limits available to them. Failure to comply may result in the termination of their Shelter Operator contract.

4. Financial Reports Review

Financial reports may be produced each month by the accounting department of the Shelter Operator. These reports may be reviewed by an appropriate Buena Park Finance Designee.

The Shelter Operator reviews financial statements and budgets with each Program Manager on a regular basis. Adjustments are made in spending as necessary.

P. Legal Policies

1. Policy for Compliance with Local Laws

The Shelter Operator follows all Orange County Fire Code requirements, and has staff trained for food handling, CPR, fire drills and other disaster evacuation procedures. The Shelter Operator and staff work cooperatively with local law enforcement to communicate any breaking of laws by clientele while on its premises. Additionally, Shelter staff and

management cooperate with law enforcement agencies on investigations for persons wanted for crimes as much as is possible while maintaining policies on client confidentiality.

2. Policy for Compliance with Labor Laws

The Shelter Operator complies with all required labor laws. OSHA training and reviews are done during staff meetings on an annual basis. OSHA flyers are posted in administrative offices.

The Shelter Operator's wages are at or above minimum wage. Employee breaks, meals, and overtime are monitored legally and compensated as needed. The Shelter Operator is contracted with a company to examine any work injuries. The proper incident reports, Workmen's Compensation forms, and requirements are completed.

Q. Non-Discrimination Policies

The Shelter Operator adheres to a policy of non-discrimination which is stated in the Shelter Operator's Policies and Procedures Manual.

The Shelter Operator does not discriminate in the provision of client care based on age, race, color, religion, sex, sexual orientation or gender identity and expression, marital status, geographic, national or ethnic origin, HIV status, disability, or veteran status.

1. Policy for Compliance with Americans with Disabilities Act

The Shelter Operator complies with appropriate standards of The Americans with Disabilities Act (ADA). The Staff is trained about and is cognizant of any physical disability upon entrance of the client and can assist as needed to conquer any barriers from the structure of the building. Staff receives training to work appropriately with persons with disabilities. All persons are treated with dignity, value, and worth.

2. Gender-Specific Programming Policy

Persons accessing Buena Park Navigation Center services are classified as the gender for which they identify. Staff ~~provides~~provide beds to persons of all gender identities, expressions and sexual orientations with due regard to privacy and client rights.

Bathrooms and showers have been constructed with equal privacy for all clients, regardless of sexual orientation, expression, or identity. One all-gender restroom is available at Buena Park Navigation Center. All programs and services are available with the dignity of all clients as highest priority.

3. Sexual Harassment Policy

All clients, volunteers, and employees are expected to be able to coexist at Buena Park Navigation Center in a Trauma-Informed environment, free from sexual harassment and inappropriate sexual behavior.

The Shelter has a zero-tolerance policy for sexual harassment and inappropriate behavior of a sexual nature. No sexual harassment is tolerated by anyone on the facility grounds - including by staff, volunteers, or clients. Clients, staff, and volunteers are notified if in the Shelter Operator's sole discretion any of their remarks, advances, gestures, or attire constitutes sexual harassment toward any person in the facility.

Anyone who believes he or she has been the subject of any such behavior is urged to report it to the staff or supervisor immediately. In the event an individual comes forward with these concerns, a report will be completed and taken to appropriate staff or supervisor for resolution. Reported incidents are investigated on a confidential basis. Provisions are instituted to guard the safety and emotional health of persons who have been victims of a reported incident, as well as any persons initially accused of harassment. If after proper review a person is found to have engaged in sexual harassment or inappropriate behavior of a sexual nature, they will be subject to disciplinary action including possible immediate exit from program or termination from employment.

4. Policy Regarding Sex Offenders

The Shelter Operator has strict requirements for the ~~safety~~safety of vulnerable adults and children who may frequent the surrounding area. Staff and volunteers are trained in sex abuse definitions, sex offender policies, child abuse, and vulnerable adult abuse. All employees must review this training yearly and be documented to have passed its standards.

As mandated reporters, the Shelter Staff follows federal law requirements in reporting sex offenders. All clients are screened against national sex offender databases, through the National Sex Offender Public Website. Screening is conducted at the time of reservation, and no potential participants with a registered sex offense will be allowed on the shuttle or admitted as clients.

R. Confidentiality Policies

1. Personal Confidentiality

People seek help from emergency shelters at a difficult time in their lives. Their need for service and the help that can be given is determined through sharing of factual and personal information. For this to be effective, every client must be able to trust that every staff member and volunteer hold confidential the shared information.

Therefore, the Shelter staff and Shelter Operator keep strict confidentiality practices as written in its internal Confidentiality Policies. These practices include:

- 1) **Fact of Participation:** The fact that an individual is or has been a participant in Buena Park Navigation Center is not disclosed except, where absolutely necessary and after disclosure has been allowed by the client.

Inquiries by visit, telephone or letter regarding a participant in the program is answered with the statement that information as to whether a particular person is or has been in residence cannot be divulged; that if in fact the individual is in residence, they will be advised of the inquiry, and that, at their discretion, they will or will not communicate with the inquirer.

- 2) **Disclosure to Other Agencies:** Disclosure of client information to other social service agencies, whether on a referral to or from the agency, generally is permitted only with the person's written consent. Information is withheld where enjoined by law and where by contract The Shelter Operator has agreed to maintain the confidentiality of client records (as under the Privacy Act.)

Disclosure of information relating to program participants is not be made to employers, credit agencies, unions or other similar organizations, except at the request, and with the consent of the participant.

- 3) **Information to the Client:** In some situations it may be required by law to disclose certain participant information contained in their own case record. Information disclosed should be limited to that which is included in the formal case record. The formal case record should contain factual information and shared documents, not progress notes or staff observations. Information provided by other agencies is also not to be shared.

- 4) **Law Enforcement Agencies:** Formal requests for information regarding clients originating from law enforcement agents are referred to the Shelter Operator's Management Team and Directors, and if necessary, its Legal Department. Before any official action is taken on any legal request, staff will contact their Legal Department as there are boundaries in place to determine the sharing of information with law enforcement personnel according to its policies on client confidentiality (as stated in the Shelter Operator's Policy Manual) and applicable law.

When an arrest warrant or a search warrant has been issued by a court after a showing of probable cause, if such a warrant is presented to the facility relating to a client in the residence, staff cooperates with the law enforcement agency in making the arrest or the search, preferably in a manner which will involve the least disruption of the program at the facility. This kind of visit by Law Enforcement will be followed up with an Incident Report by staff.

- 5) **Written Consent:** If there is any doubt as to whether client information should be disclosed, the consent of the client is first obtained, except as otherwise required by law. The consent will be in writing on a Release of Information form and will identify the information to be disclosed, the person or agency to whom it will be disclosed, and the purpose of the disclosure, and the period of time during which authorization is granted.
- 6) **Abuse Reporting:** The Shelter Operator and Shelter staff comply with all state and municipal laws requiring reporting to governmental agencies of instances of child abuse, domestic violence and elder abuse. Staff reports any suspicion or evidence of child abuse or vulnerable adult abuse according to the law's requirements. All staff persons at the shelter are mandatory reporters. An incident report would also be completed and submitted to the Program Manager and any higher-level staff as needed. All staff is trained at the time of hire to spot signs of abuse and to properly document and report it. Trainings are repeated annually.
- 7) **Harm to Self or Others:** If a client at the shelter program shares with a staff person a viable threat to do harm to self or another, the terms of confidentiality can be revoked, as in the case of suicidal or homicidal admittance.

2. Database Confidentiality Policies

Only trained staff, Employment and Housing Navigators, and management staff are authorized to access the HMIS Database. Each staff person must have a separate password for entry. Staff is only to use computers that are authorized and HMIS compliant. No persons without a username and password set up by the Shelter Operator's IT department will have access to staff-only computers.

3. Exceptions to the Confidentiality Policy

All clients are informed that when the law requires Management to disclose client-related information, such as to prevent danger to self or others or to report child and elderly/vulnerable adult abuse, Staff will do so.

4. Grievance Policies

The grievance procedure is applicable for any conflicts or disagreements between clients and clients and clients and staff. For example, the grievance process may be employed to address disruptive behavior or appeal incorrect formal action. However, in no way does the grievance procedure suspend the rules or consequences established in the Shelter Rules signed upon entering the program. Clients have the right to file a grievance without the fear of harmful repercussions from staff or other residents.

5. Receiving and Posting

The Grievance Procedure is clearly posted in the Policy and Procedure Manual and available to clients at the shelter facility. It can be easily found in a dedicated binder on the counter at the front Service Desk. Also, posters with this information can be found on the walls of the shelter. A client is given a copy of the Grievance Procedure when a conflict has occurred that cannot be resolved satisfactorily between the client and a staff person or another client, or the client has a complaint about an event that occurred at the Shelter involving that client. The Grievance Procedure will be read by the client and the client may decide which follow up forms they would like to proceed with completing if follow up is necessary. These forms include

a Request for Consideration form, a formal Grievance Form, as well as a Termination Appeal form. Each form may be filed to begin a grievance investigation and follow up at different levels of management within the Shelter Operator.

6. Meeting with Staff

A program participant can file a grievance to dispute any action or inaction within 48 hours, by submitting a Formal Grievance Form to the Program Manager. The Program Manager will review the grievance to determine if the issue can be immediately resolved at their level of supervision. If the Program Manager is unable to resolve the grievance, or if they are named in the grievance themselves, they will immediately forward it to the Regional Director, who will make every effort to investigate and provide a written decision within 10 business days.

The grievance procedure does not suspend the rules or consequences established in the Shelter Expectations. Clients have the right to file a grievance without fear of harmful repercussions from staff. The client also has the right to request a 3rd party to assist them through the grievance process. If they choose to have a 3rd party present for the grievance, the client must file a signed release of information prior their involvement.

Step 1:

If you wish to file a grievance, you may obtain a Grievance Form from any program staff member. They are also located within this binder.

Grievances should be written clearly and include the names of all parties involved, a detailed account of the problem and requested action to be taken. Any staff member may assist you if you need assistance in completing the form. Formal grievance forms should be submitted to the Program Manager. If the complaint is directed towards the Program Manager, the client should submit their grievance directly to the Regional Director whose information can be located on the grievance form.

Formal grievance forms should be submitted to the Program Manager. If the complaint is directed towards the Program Manager, the client should submit their grievance directly to the Regional Director whose information can be located on the grievance form.

Step 2:

The Program Manager will confirm their receipt of and provide a thorough review of any grievance within 3 business days. If the Program Manager can resolve the grievance, they will provide a written determination to the client during that time.

If the issue cannot be resolved at the Program Manager level, the Grievance will be forwarded to the Regional Director.

Step 3:

The Regional Director will review grievances submitted and investigate the complaint and may acquire all documentation and interview involved parties, as necessary.

The Regional Director will make every effort to resolve the conflict or concern with the client and parties involved within 10 business days of receiving the Grievance from the client. This will include an opportunity for the client to discuss their concern, during a meeting, phone call, or videoconference with the Regional Director. The Regional Director will provide a written determination to the client during that time.

Step 4:

If after receiving the final determination from the Regional Supervisor, the person filing the grievance may appeal the decision by writing to the Chief Program Officer (or the Chief Operations Officer if the Chief Program Officer made the prior grievance determination) within 10 business days of receiving the written decision. The Mercy House Officer receiving the appeal shall issue a written decision in response to the appeal no later than 10 business days after its filing.

Step 5:

Clients may also complete the County Grievance Appeal Process that may be filed after the Grievance and appeals process is completed. Information regarding this step will be kept in the Grievance Binder at the Front Desk of every program.

7. Whistleblower Policy

Clients have several ways in which they can share a grievance – verbally or written, anonymous or through a third party. A Suggestions-and-Grievance Box is available in the common area and is checked weekly by staff.

Confidentiality is strictly kept between the person making the complaint and the Program Manager which will withhold information internally to the extent prudent where a complaint involves a staff member or volunteer. The Grievance Procedure will be clearly posted in the Policy and Procedure Manual and available at the facility.

SECTION III. STAFFING AND MANAGEMENT PLAN

A. Staff Policies

1. Hiring Policy

The Shelter Operator is an equal opportunity employer. A copy of its applicable Equal Opportunity and Affirmative Action Policy is available in the Employee Handbook and through the Human Resources department of the Administrative Offices.

All staff positions and newly hired staff are approved by the Human Resources department, Directors and Program Manager, and are thoroughly vetted through a new hire process as outlined below.

2. Screening Procedure

Position openings are posted on various employment-search networking websites. Potential applicants are screened through a two-step interview process.

The first interview is typically scheduled with the Human Resources. If deemed eligible, the applicant may conduct an interview with their potential manager or supervisor at the agency. The Shelter Staff is hired into at-will employment and are subject to annual staff review and probationary training periods overseen by the Program Manager.

3. Acceptance Procedure

A completed application packet is sent to the head of the Human Resources Department who conducts a thorough background check. Every potential applicant is screened for active warrants, violent felony convictions, sexual offenses which require registration, and legal ability to work. Any staff who are in direct contact with clients are also required to complete Tuberculosis screening as well as training for mandated reporting policies. The applicant must successfully complete all screening requirements before they will be able to begin working directly with clients.

Upon hire, the new employee signs a formal job offer form and is provided a job description informational sheet for their records. They also attend a general program orientation led by the Human Resources Department. This orientation covers important topics, such as but not limited to, sexual harassment policies, and appropriate interactions with co-workers, volunteers, and clients. Training places a heavy emphasis on appropriate conduct between staff and clients and all new hires are expected to adhere to these practices when interacting with clients. Program Managers complete a more lengthy program- specific orientation process.

4. Staffing Policies for Safe Humane Environment

The Buena Park Navigation Center is staffed to provide the safest, most dignified environment for all clients. The Navigation Center will be considered a non-bullying environment.

All staff are easily identifiable and are required to wear Shelter Operator- Approved shirts or vests. Staff will be scheduled to optimize safety of staff, volunteers and clients and to provide optimal coverage during hours of high volume.

The **Regional Director of Emergency Services** is responsible for the performance of all Buena Park Navigation Center Activities. Their primary responsibilities include program management, development, and community relations, which includes supervising the Program Manager of Buena Park Navigation Center.

All Shelter operations and staff are supervised by the full time **Program Manager**. The Manager is ~~a full-time~~ full-time, salaried position with at least 2 years of direct life experience working with long-term homeless, low income, and diverse populations. The Program Manager is responsible for coordinating all program services for Buena Park Navigation Center. Primary responsibilities include supervising support staff. This position reports directly to the **Regional Director of Emergency Services**.

The **Site Leaders** are responsible for overseeing daily services and activities in Buena Park Navigation Center and provides support for the Multi-Service Center services. They oversee all shelter activities including logistics and client intake, oversee distribution of services, and assist in coordination of volunteers and supportive services. They provide support to staff during designated shifts and assign tasks, oversee administrative duties that support program services. The Site Leaders report directly to the Buena Park Navigation Center Program Manager, reporting any staff or shelter issues as needed.

The **Logistics Coordinators** are responsible for providing supportive services and logistical support to Buena Park Navigation Center during designated shifts. This position requires a flexible work schedule including weekend, morning, evening, and holiday shifts to provide optimal coverage during Shelter hours. This position reports directly to the Buena Park Navigation Center Program Manager, and by proxy, the Site Leaders. This position assists with shelter setup and maintenance, cleanliness and safety of facility, assisting and receiving orders from vendors, laundry, and more as needed.

The **Housing Navigator** position requires at least 2 years of direct life experience working with long-term homeless, low income, and diverse populations and have working knowledge of mental health and addiction issues. The Housing Navigator provides housing navigation assistance to Shelter clients and conducts an individual assessment of needs, followed by provision of targeted services focused on returning individuals to permanent housing as quickly as possible. The Housing Navigators conduct the VI- SPDAT assessment, determine eligibility, enter assessments into Central Intake System for prioritization and linkage to housing provider, help clients obtain necessary documents, and provide individuals with employment guidance and community resources. When clients are referred to other programs, the Housing Navigator can provide a warm hand-off to the service provider. The Housing Navigator is also responsible for accepting new referrals, completing the Diversion Questionnaire and new client intakes, and prepping all data to be ready for handoff to the Data Entry Specialist.

The **Data Entry Specialist** manages the HMIS and data for reporting requirements. They are responsible for ensuring that HMIS and Coordinated Entry data is complete.

The **Overnight Coordinator** is a full-time position that covers overnight logistics shifts at Buena Park Navigation Center. They resolve conflicts and file incident reports as necessary, report violations and general events in the daily log. This position is largely Logistics based, and a significant amount of cleaning is involved. They also oversee 3rd shift Security crew and conduct safety checks. The Overnight Coordinator provides general support for clients, ensuring their safety during the night.

Volunteers assist with daily ongoing operations of the shelter, and can be utilized every day of the week. Volunteers help the Shelter Staff with setting up and serving meals, clean-up, laundry, daytime activities, as well as minor administrative duties and distribution of donations. There are also opportunities for Volunteers to do special work projects on-site or to hold special events.

All volunteers are assigned to duties that are appropriate for their age and activity level. It is important that volunteers be reliable, and all staff treat them as a vital component of shelter operations.

All the positions requirements and descriptions will be available in the Shelter Operator's Human Resources Department and will be also made readily available to all staff. Please see attached job descriptions.

Commented [BR39]: Can Shelter guests volunteer for these tasks?

B. Policies for Staff Training

Buena Park Navigation Center Program staff are trained in emergency evacuation, first aid procedures, mandated reporting policies, crisis intervention, and CPR procedures. These trainings are repeated and updated annually and as needed. Staff also receives additional training on different topics as opportunities arise and are needed.

Each staff member also receives on-going in-service training in crisis management. Staff also ~~train~~ retrain in Strengths-Based Approaches and positive communication skills. Each staff member is required to attend annual training to update and improve their knowledge. Documentation of training is kept by the Program Manager and is provided to the Head of Human Resources for filing, when appropriate.

Security staff undergoes sensitivity training to better equip them to work with homeless clients, and those in crisis.

1. Emergency Procedures – Evacuation, First Aid, and CPR, 911 Reporting

Program staff are trained in fire, earthquake, and chemical spill evacuation procedures when hired and annually. Evacuation drills with all staff and clients are held and recorded quarterly. Evacuation protocols are recorded in the Program Manager office for reference.

Evacuation routes are posted throughout the facility. Staff is trained in first aid and CPR procedures annually. 911 reporting is taught in orientation and reviewed annually. CPR certificates will be kept in staff files. Universal precautions will be followed.

2. Safety Conduct – Prevention of Abuse, Crisis Intervention, Conflict Resolution

The Shelter Operator staff is trained in identifying and the prevention of child abuse, vulnerable adult abuse, and sexual harassment titled. Each staff will complete this training program annually.

All Program staff complete a course in conflict resolution and crisis intervention upon hire and annually. Records of completed trainings are kept in Human Resource files.

3. Appropriate Behavior for Dignity and Respect

Operations, Program, Administrative and Management staff are trained in a Strengths-Based, Trauma- Informed model of client care. They are trained regularly, including at time of hire, on the best methods of working with, treating, and responding to clients who have had difficult and traumatic life experiences.

Each staff member is expected to put these models to use in every interaction they have with clients and potential clients. Staff members are offered training regularly and expected to participate actively. Notice of completion is recorded in staff files, and each staff member has access to this information in a readily- available staff handbook.

4. Communication

Shelter staff undergoes training in communication skills – such as handling phone calls, confidentiality policies, crisis management and de-escalation of conflict. These communication skills are reinforced through practice and reviewed at regular staff meetings and reviews. Specialty courses covering topics such as communication skills with mentally ill persons, receptionist skills, communication with difficult people, and conflict resolution are completed where needed.

5. Resources and Referrals

Operations, Program, and Housing Navigator Staff are oriented to resources, homeless services, and organizations for collaboration and referral. They are also trained staff who can connect clients to the Coordinated Entry System, as a system designated Entry Point. Resource lists are updated monthly and kept on-site.

Protocols for offering and accepting referrals from other agencies are in place, reviewed by staff, updated, and kept in a manual.

6. Mental Health and Addiction Skills

All Program staff ~~attends~~attend mental health training events which include naming of symptoms, co-occurring diseases, de-escalation techniques, and safety protocols. This training is done at time of hire and revisited annually. Special speakers may present workshops on various aspects of mental health diagnoses, symptoms, and care when available. Staff is trained in symptoms of drug abuse, and referrals for treatment. Recovery programs are ~~encouraged~~encouraged, and off-site referrals are made as appropriate. Though sobriety is not a requirement to stay in the shelter or participate in services, clients are expected to be able to practice self-care, follow all rules and expectations, and behave appropriately and respectfully toward staff, volunteer, and other clients. Drug misuse at the shelter is prohibited and can result in immediate exit from the program.

7. Self – Care

Regular staff meetings are held for all staff. Part of the purpose of these meetings is communication and processing of stressors while working in the difficult environment of a large-scale Year-Round Emergency Shelter Program. Staff will be welcome to participate in team-building activities throughout the year, including holiday parties, and events with coworkers.

All staff is trained in effective communication with coworkers and in proper techniques to address coworker harassment and stressors and are aware of the importance in practicing self-care. Staff have been informed of the existing open-door policies with supervisors and the Human Resources department.

8. Annual Staff Evaluation and Training Plan

All staff are evaluated by their direct supervisor at 90 days from their hire date and at semi-annual intervals. The evaluation form is stored in the employee file held at the Human Resource office.

9. Documentation of Staff Training

Attendance of and participation in staff training is recorded in each staff file by the Program Manager. Trainings required by all staff members are also recorded in the Human Resources file to ensure each member's knowledge and information is kept up-to-date.

C. Volunteer Policies

1. Selection, Screening, and Background Checks

The Shelter Operator actively recruits through a variety of sources, including schools, church groups, and community programs. Volunteer Recruitment events are held regularly in order to increase the number of volunteers that serve at Buena Park Navigation Center.

Individuals as well as groups are invited to volunteer at the shelter. Children aged 13 and older will be able to volunteer, however they must be accompanied by an adult or legal guardian and that person must be registered to volunteer on the day they appear.

All potential volunteers are screened for sex offenses and criminal background checks before being confirmed for volunteer duty.

2. Orientation and Training

The Shelter Operator includes a Volunteer Coordinator in its staffing plan to support volunteer coordination efforts at the shelter. The Volunteer Coordinator will handle on-site task training of the volunteers.

Before beginning service, volunteers are provided with an Application and Agreement that includes information about volunteer duties, appropriate conduct with clients, staff, and other volunteers. Each volunteer is required to sign this Agreement before they are assigned any duty at the shelter.

Volunteers who do not agree with the requirements or refuse to sign will not be assigned a duty and are not able to volunteer at the shelter.

Volunteers sign up for an open position, time and date using online volunteer scheduling software. Volunteer Development staff from within the Shelter Operator calls and confirms the volunteer's date and time and to provide them with the location of the shelter and any necessary important information.

Volunteers are trained on-site at tasks by the Kitchen and Donations Coordinator on duty. Any tasks that require a trained staff member are supervised by that staff member to ensure accuracy and cleanliness.

Volunteers are given opportunities to attend community forums and events to receive more training about community resources and network with other community agencies.

Volunteers are expected to adhere to a strict code of ethics and standards. Any found in violation of this code will be removed from the facility and may be limited in future volunteer opportunities.

3. Volunteer Code of Ethics

- a. Each volunteer must maintain a firm commitment to professional conduct

Volunteers of Buena Park Navigation Center are expected to maintain the highest level of moral, ethical, and professional conduct while at the site. Volunteers are not allowed to engage in verbal abuse, inappropriate jokes and stories, or any type of inappropriate interaction with staff or clients.

- b. Limiting Relationships with Clients

Volunteers are prohibited from developing dual relationships with any clients they meet through their involvement at Buena Park Navigation Center. Examples of dual relationships include (but are not limited to) a volunteer entering into a business, romantic, or sexual relationship with a client.

Soliciting clients for their business is also strictly prohibited.

Volunteers are not allowed to be named as having authority to make decisions for a client under any type of power of attorney or other legal procedure.

- c. Food and Other Substances

Volunteers are not allowed to consume any food items or drinks supplied by Buena Park Navigation Center while volunteering, unless a special event involves food specifically for clients AND staff. Food and drink will be purchased solely for the consumption of the homeless clients. Volunteers must also commit to not consuming alcohol or any type of illicit drugs on the property while volunteering.

Volunteers who appear to be under the influence of any substance that impedes their ability to perform their duties safely and efficiently will be turned away.

- d. Discrimination

Volunteers are prohibited from discriminating against any client for any reason. They may not judge an individual based on their race, disability, religious preference, sexual orientation, color, age, veteran status, citizenship,

ancestry, national origin or gender.

e. Volunteer Boundaries

Volunteers are prohibited from loaning or giving money to clients, are not allowed to meet with clients outside of Buena Park Navigation Center without explicit permission from program staff and are not allowed to drive clients in their vehicles.

f. Commitment

Buena Park Navigation Center is reliant upon the work of volunteers. This commitment is expected to be taken seriously. If a volunteer misses a shift without removing themselves from the schedule and giving notice, the volunteer may be limited or restricted from volunteering.

4. Identifiable Lines of Authority

Volunteers are informed of identifiable lines of authority in their Application Packet. Volunteers may defer to the serving area and Donations Coordinator on duty to give resources, referrals, and handle situations beyond their responsibility and volunteer agreement.

Volunteers also have access to the Program Manager or lead staff member on site, for questions and any grievances.

All volunteers will be provided with a name tag identifying them as such.

Commented [BR40]: What is deferring to the serving area mean?

5. Descriptions of Volunteer Tasks

Volunteers are needed 7 days a week to help in the mornings, mid-day hours and evenings.

The staff at Buena Park Navigation Center will ensure all volunteers are provided with a task and description of any duties they might perform. Tasks and duties include, but are not limited to:

- Assisting the Intake Specialist in registering and signing in clients at time of entry
- Setting up cleaning tables for breakfasts and dinners
- Distributing donations and hygiene items
- Helping direct lines to donations and food
- Serving meals, setting up snacks and drinks for clients
- Organizing special projects and activities for the guests of Buena Park Navigation Center

SECTION IV. ATTACHMENTS

A. JOB DESCRIPTIONS

B. SHELTER CLIENT RULES

C. VOLUNTEER POLICIES

ATTACHMENT "A": JOB DESCRIPTIONS

**Regional Director of Emergency Services
Job Description**

Introduction: The **Regional Director of Emergency Services** is responsible for the performance of all Year- Round Emergency Shelter Program, Services and Outreach Activities in Orange County and Bellflower. Primary responsibilities include program management, program development, and community relations. This includes supervising the Buena Park Navigation Center Manager. This position requires a flexible schedule especially during the winter months (weekend, morning, evening and holiday shifts). This position may at times require transportation of supplies to shelter locations. The **Regional Director of Emergency Services** reports directly to the Director of Emergency Services.

Qualifications: Associate's Degree and at least 2 years of direct life experience working with long-term homeless, low income, and diverse populations and have a working knowledge of mental health and addiction issues. Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs. Ability to perform crisis intervention as needed; clearly communicate information and instructions verbally and in written form; maintain a positive, professional and safe environment while on duty; and establish and maintain effective working relationships with others. Valid CA driver's license, proof of insurance and reliable vehicle is required.

Program Management and Development

Goal: Oversee the development and implementation of all program services for our Year-Round Emergency Shelter Program to ensure quality delivery of services.

- Maintain performance of existing shelter services
- Oversee the scheduling and coordination of all Shelter Sites
- Ensure strong communication between Staff and Partner agencies
- Oversee coordination of shelter activities and distribution of services
- Provide monthly reports to the Operations Director
- Develop new partnerships with other agencies in order to enhance our current services
- Oversee implementation of new services
- Implement new services/year-round, permanent facility
- Manage Budget
- Oversee Purchases, Vendor Bids and MOU's

Staff Management

Goal: Manage Identified Staff facilitating optimal performance.

- Manage and supervise Shelter Program Managers
- Assist in various aspects of staff's duties
- Provide support and guidance when necessary
- Provide support for crisis/conflict intervention
- Coordinate trainings and orientations when needed
- Conduct Meetings monthly
- Meet with identified staff individually when necessary
- Review and evaluate performances
- Conduct midyear and annual review

Outreach Services

Goal: Provide leadership in critical support in the development and implementation of Outreach Services

- Brainstorm, research and assist in the development our outreach strategy
- Oversee implementation of outreach services
- Assist with Front Door Calls when necessary

Community Relations

Goal: Positively advance agencies reputation in the broader community.

- *Maintain active involvement with neighbors and program partners*
- *Maintain active involvement with community service organizations*

Miscellaneous

- Provide creative input to the Executive and Operations Directors
- Participate in networking functions
- Attend appropriate training workshop as needed
- Attend appropriate house and staff meetings
- Complete ad hoc projects as appointed by Supervisor

**Program Manager – Buena Park Navigation Center
Job Description**

Introduction: This Program Manager is responsible for coordinating program services for Buena Park Navigation Center. This position requires dependability, responsibility, organizational skills; and strong written and verbal communication skills. Primary responsibilities include program management, program development, and outreach and community relations and reports to the **Regional Director of Emergency Services**. This position includes supervising support staff and requires a flexible schedule (weekend, morning, evening and holiday shifts). This position may require the transportation of supplies. Fluency in Spanish is a significant value.

Qualifications: Associate's Degree and at least 2 years of direct life experience working with long-term homeless, low income, and diverse populations and have a working knowledge of mental health and addictions issues. Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs. Ability to perform crisis intervention as needed; clearly communicate information and instructions verbally and in written form; maintain a positive, professional and safe environment while on duty; and establish and maintain effective working relationships with others. Valid CA driver's license, proof of insurance and reliable vehicle is required.

Year Round Emergency Shelter Program

Goal: Ensure that the Shelter run smoothly and that we maintain accurate data and strong communication with community partners.

- Oversee Client Services
- Coordinate calendar and services provided by partner agencies
- Support all aspects of operations including direct client services when necessary
- Oversee the collection and distribution of donations
- Assist with monitoring facility security and maintenance
- Ensure enforcement of our good neighbor policies
- Assist with securing necessary resources
- Oversee collection, input and distribution of intakes / summary sheets / reports
- Provide support with community resources and referrals
- Develop new partnerships with other agencies in order to enhance our current services
- Manage program budget
- Facilitate Resident Advisory Council and Partnership Meetings.

Management

Goal: Manage Identified Program Staff, Interns and Volunteers facilitating optimal performance. Manage and supervise support staff in all of their duties

- Assist in various aspects of staff's duties
- Assist in coordinating and managing on-site volunteers
- Assist in coordinating and managing special group events and holiday events
- Provide crisis/conflict intervention
- Coordinate trainings and orientations when needed
- Conduct 90-day, midyear, and annual reviews.

Community Relations

Goal: Positively advance Agencies reputation in the broader community.

- Maintain active involvement with neighbors and program partners
- Maintain active involvement with community service organizations

Miscellaneous

- Must participate in networking functions and community meetings.
- Attend staff meetings and training workshops as needed
- Assist with general duties (stocking supplies, copies, fax, phone calls, etc.)
- Enhance job performance by applying up-to-date professional knowledge gained by attending seminars and conferences and reviewing professional publications.
- Perform ad hoc projects as appointed by Supervisor

Community Relations

Goal: Positively advance Agencies reputation in the broader community.

- Maintain active involvement with neighbors and program partners
- Maintain active involvement with community service organizations

Miscellaneous

Must participate in networking functions and community meetings.

Attend staff meetings and training workshops as needed

Assist with general duties (stocking supplies, copies, fax, phone calls, etc.)

Enhance job performance by applying up-to-date professional knowledge gained by attending seminars and conferences and reviewing professional publications.

Perform ad hoc projects as appointed by Supervisor

Site Leader – Buena Park Navigation Center
Job Description

Introduction: The Emergency Services Site Leader is responsible for overseeing services and activities at Buena Park Navigation Center. Dependability, responsibility, and the ability to communicate effectively and respectfully are mandatory skills. Ability to work effectively with a diverse population; plan, organize and prioritize duties; maintain a positive, professional and safe environment while on duty; and establish and maintain effective working relationships with others This position requires a flexible work schedule including some weekend, morning and evening and holiday shifts. This position reports directly to Buena Park Navigation Center Manager. Fluency in Spanish is a significant value.

Qualifications: Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs. Ability to perform crisis intervention as needed; clearly communicate information and instructions verbally and in written form; maintain a positive, professional and safe environment while on duty; and establish and maintain effective working relationships with others. Associate's Degree preferred but not required.

Shelter

Assist in the implementation of all shelter activities to ensure quality delivery of services.
Oversee all shelter activities including logistics and client intakes
Oversee distribution of services and all program services while on duty
Assist in the coordination of volunteers and support services
Oversee the organization of supplies and facilities needs

Management

Goal: Support Identified Program Staff facilitating optimal performance.
Support shelter staff during designated shifts
Assist in various aspects of staff's duties
Assist in coordinating and managing special group events and holiday events
Provide crisis/conflict intervention
Communicate any staff or shelter issues to Program Manager.

Administration

Goal: Oversee administrative duties that support program services.
Coordinate supply and service needs
Assist with securing necessary resources
Assist with record keeping and reporting

Miscellaneous

Attend staff meetings and training workshops as needed
Assist with general duties (stocking supplies, copies, fax, phone calls, etc.)
Enhance job performance by applying up-to-date professional knowledge gained by attending seminars and conferences and reviewing professional publications.
Perform ad hoc projects as appointed by Supervisor

Lead Housing Navigator
Job Description

Job Description Introduction: The Lead Housing Navigator, under the direction of the Emergency Services Program Manager, is responsible for supporting the navigation team. The Navigation team works directly with clients in emergency shelter and are responsible for performing ongoing needs assessment, personal housing plans, support, information, referral and advocacy for individuals. This position requires strong leadership in supporting a team's successful working relationships. This position will influence and recognize positive behavior changes and will identify problems and obstacles and create solutions to help address them.

Qualifications: Associate's Degree and at least 2 years of direct life experience working with long-term homeless, low income, and diverse populations and have a working knowledge of mental health and addiction issues. Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs. Ability to perform crisis intervention as needed; clearly communicate information and instructions verbally and in written form; maintain a positive, professional and safe environment while on duty; and establish and maintain effective working relationships with others. Valid CA driver's license, proof of insurance and reliable vehicle is required. Management experience preferred.

Staff

- Manage day-to-day operations of Housing Navigator teams, objectives and housing plans;
- maintains a limited caseload
- Conducts weekly case conferencing and monthly case file audits to assure participants records are complete and accurate
- Make referrals to supportive services such as job developers, social workers and health care providers as deemed necessary
- May make home and field visits
- Provide supportive advocacy for clients; provides crisis intervention, if needed
- Receive, review, and process financial assistance requests as needed
- Provide training, supervision, and problem-solving guidance for difficult cases

Documentation

- Oversee the consistency of documentation standards as set forth by the program contract and program policies
- Oversee accurate and complete data into HMIS
- Oversee consistency of confidential hard copy case files with all relevant documentation in the appropriate section

Housing Navigator – Buena Park Navigation Center
Job Description

Introduction: The Housing Navigator provides assistance to individuals that are literally homeless. This assistance includes an individualized assessment of needs, followed by provision of targeted services focused on returning individuals to permanent housing as quickly as possible. The Navigator will conduct an assessment, determine eligibility, enter assessment into Central Entry System for prioritization and linkage to housing provider, help client obtain documents required for housing placement, provide individuals with employment guidance and community resources.

Qualification: Associate's Degree and at least 2 years of direct life experience working with long-term homeless, low income, and diverse populations and have a working knowledge of mental health and addiction issues. Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs. Ability to perform crisis intervention as needed; clearly communicate information and instructions verbally and in written form; maintain a positive, professional and safe environment while on duty; and establish and maintain effective working relationships with others. Valid CA driver's license, proof of insurance and reliable vehicle is required.

Year Round Emergency Shelter Program Services

Conduct diversion interviews

Manage intake process

Maintain intake area and ensure daily forms and supplies are stocked and ready for new intakes

Supportive Services

Provide assessment for client within seven days of entering shelter.

Determine eligibility and enter assessment into Central Entry System for prioritization and linkage to housing provider

Assist client with obtaining documents required for housing placement

While client is at the shelter provide employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, and all other services needed to assist clients in reaching their stabilization goals

While client is at the shelter provide strengths based case management and service coordination designed to assist clients in obtaining and maintaining stable housing

Conduct crisis and risk assessments in consultation with supervisor and case management team

Provide crisis intervention services focused on enhancing the client's' ability to independently problem solve, utilize effective coping skills, and manage and self -coordinate own care

Provide warm hand off to selected housing provider ensuring a smooth transition from the shelter into housing.

Documentation

Maintain documentation standards as set forth by the program contract and program policies Complete progress notes on every meeting with client

Input accurate and complete data into HMIS and update snapshots to reflect client progress Maintain confidential hard copy case files with all relevant documentation in the appropriate section

Logistics Coordinator – Buena Park Navigation Center
Job Description

Introduction: The Logistics Coordinator is responsible for providing supportive services and logistical support to Buena Park Navigation Center during designated shifts. This position requires a flexible work schedule including some weekend, morning and evening and holiday shifts.

This position reports directly to Buena Park Navigation Center Program Manager. Dependability, responsibility, and the ability to communicate effectively and respectfully are mandatory skills. Fluency in Spanish is a significant value.

Qualifications: Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs. Ability to perform crisis intervention as needed; clearly communicate information and instructions verbally and in written form; maintain a positive, professional and safe environment while on duty; and establish and maintain effective working relationships with others.

Shelter Support

Assist in the implementation of all shelter activities to ensure quality delivery of services. Assist with shelter maintenance
Responsible for cleanliness and safety of facility including emptying trash cans and cleaning all areas of the shelter, including dorms, kitchens and restrooms.
Assist with receiving and verifying orders from vendor's, completing tally sheets Post and update signs and service calendars
Audio Equipment set up and monitoring
Assist in the organization of supplies and facilities needs

Miscellaneous

Assist with client services and program activities if necessary
Complete ad hoc projects as appointed by Supervisor

Overnight Logistics Coordinator – Buena Park Navigation Center
Job Description

Introduction: The Overnight Logistics Coordinator is responsible for providing supportive services and logistical support to Buena Park Navigation Center during overnight shifts. This position requires a flexible work schedule including some weekend, morning and evening and holiday shifts.

This position reports directly to Buena Park Navigation Center Program Manager. Dependability, responsibility, and the ability to communicate effectively and respectfully are mandatory skills. Fluency in Spanish is a significant value. Because of the nature of the shift, this position must be able to operate as site supervisor at times, and be able to communicate effectively after hours with the Program Manager if absolutely necessary.

Qualifications: Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs. Ability to perform crisis intervention as needed; clearly communicate information and instructions verbally and in written form; maintain a positive, professional and safe environment while on duty; and establish and maintain effective working relationships with others.

Shelter Support

Assist in the implementation of all shelter activities to ensure quality delivery of services.

Assist with shelter maintenance

Responsible for cleanliness and safety of facility including emptying trash cans and cleaning all areas of the shelter, including dorms, kitchens and restrooms.

Assist with receiving and verifying orders from vendor's, completing tally sheets

Post and update signs and service calendars

Audio Equipment set up and monitoring

Assist in the organization of supplies and facilities needs

Miscellaneous

Assist with client services and program activities if necessary

Complete ad hoc projects as appointed by Supervisor

ATTACHMENT "B": SHELTER CLIENT EXPECTATIONS

**Buena Park Navigation Center
Shelter Expectations**

Welcome to Buena Park Navigation Center. We hope your stay with us allows you to begin your path to ending your homelessness. In order to ensure that all guests are able to comfortably work toward that goal, the following expectations need to be followed while in the vicinity of the shelter, on the provided shuttle vans, and while in the immediate area of our shuttle pick-up and drop-off locations.

1. Demonstrate responsibility for yourself, your actions, and your housing plan. _____
2. Follow all health and safety policies. _____
3. Guests are expected to meet with their Housing Navigators at least once a week at a scheduled time to discuss their housing plans. Their Housing Navigator will ensure each guest is entered into the Coordinated Entry System, as the first line of housing engagement. The goal is to get you connected to housing resources as quickly as possible. This is a low-barrier Temporary Shelter intended for 24-hour increments of stay. The maximum length of stay is 90 consecutive nights unless otherwise determined. Extensions may be granted on a case by case basis. Each guest's progress toward achieving their housing goals will be reviewed at 30-day increments. If a guest chooses not to work toward their housing plan or follow these expectations, he/she may be asked to leave at that time. _____
4. Guests are expected to actively work their housing plan! By signing these expectations, you understand that you are not guaranteed housing by enrolling in this program. Part of your Housing Plan will be to identify tasks that you will need to complete in order to achieve your goal of securing housing. Your Housing Navigator will work alongside you to assist you in connecting with resources and addressing potential barriers.
5. Current guests of the program may use this location as a mailing address. Please note, however, that after a guest exits, it becomes his or her responsibility to fill out a change of address form with the post office. Any mail that is delivered to the site after a guest has left the program will be sent back to the post office as "Return to Sender". Mail will be kept at the front desk, along with important program notices or messages from staff. Upon signing in each day, the guest's name will have a mark next to it signifying that there is unclaimed mail or messages. _____
6. Guests are expected to abstain from behavior that is disruptive and unacceptable to others. Examples include: verbal harassment, physical harassment, excessive profanity, threats and/or violent behavior, nudity or obscene behavior, possessing weapons (or items that may be perceived as weapons) or contraband (examples of items considered contraband can be made available upon request), drug dealing, theft, etc. Serious offenses include but are not limited to: use of racial slurs, sexual harassment, violence, and any other inappropriate physical contact. Serious violations may result in an immediate exit from the shelter. If you are asked to leave, a shuttle driver will transport you to an approved drop off location. _____
7. If a guest's behavior is extremely disruptive and staff or security asks you to step outside or remove yourself from an area for de-escalation purposes, you are expected to comply with this request. You will be able to rejoin the group when your behavior is no longer a disruption to the other shelter guests. _____
8. Several areas on site are restricted to staff and security only. Guests are not allowed to any areas other than the commons, dorms, and guest restrooms, unless without explicit permission from management team. The only doors guests may use to access the outside areas are the main doors near the security check-in, and the store-front glass doors leading out from the Commons hall. _____

9. Guests are expected to return each night before 9:00 pm, unless allowed special circumstance by management (ex: for work or school). Guests may request late entry by submitting a Request for Consideration to be approved by the Program Manger. Guests are not allowed to miss two consecutive nights or more than 2 nights in any calendar month without clearing the absence with their Housing Navigator. Guests are expected to sign in on a daily basis. Guests may not sign in for others. The program manager may grant excused nights out of the shelter upon request if necessary and appropriate. _____
10. Photo ID's are required of all registered guests. Mercy House will take photos and thumbprints to produce program ID's for guests, and for security reasons, if necessary. By entering this program, you give your consent to this. If you do not have a California State ID the MH Staff will assist you in acquiring an ID with in the first few days after enrollment. A photo ID of some sort is required to receive a bath towel and is also used when waiting in the dinner line. _____
11. To promote a healthy and clean environment, all guests are required to shower the day they enter the program. Guests must also submit any clothing/bedding items for laundry the day they enter the program. Guests are then expected to maintain their hygiene (including changing into clean clothes when possible), laundry once a week and showering at least twice a week. _____
12. Every guest will be assigned a laundry day. Guests will be expected to bag their dirty clothes and bundle their bedding on this day to help streamline laundry services. Laundry should be submitted to staff for cleaning by 9:00 AM on this day. _____
13. Every guest is allowed 1 lockable indoor bin and lock and 1 outdoor rolling bin. Rolling bins are accessible only during the designated and posted times. Trash and recycling may not be brought onto the property. For the protection of guests' items, no liquids for open food can be stored in any bin. Guests may only use the bins assigned to them by staff. _____
14. Guests are expected to straighten their beds when not in use, and are restricted to no more than 2 personal bags on the bed. Water is allowed in the dorms but no open or perishable food or other liquid drinks may be brought to the bed area at any time. 1-2 pairs of shoes may be stored under the bed but no additional personal items may be kept behind, under or in the aisles next to your bed. No barriers of any kind may be raised without explicit permission from management team. _____
15. All prescription medication must be recorded with MH Staff at Intake and stored in your indoor lockable storage in its original labeled container. Clients are encouraged to lock these containers to ensure secure storage of medication. Pills or medication NOT matching the original labeled container may be confiscated. No medicinal marijuana will be allowed indoors at any time. Medical marijuana may only be stored in your outdoor bin with a valid Medicinal Use Card and must be 8 oz. or less. _____
16. Smoking of tobacco is permitted in the smoking area only. No drugs, paraphernalia, alcohol, or marijuana (recreational or medicinal) will be permitted in or around the shelter. Anything containing cannabis or THC (without a prescription) will be considered contraband. _____
17. This shelter incorporates closed-circuit surveillance cameras as part of its security system. These cameras are in almost every area except the restrooms. The footage captured is used only for in-house safety and security purposes and is not shared with the general public. By signing this document, you consent to this. _____
18. Attend resident meetings and contribute to the community. _____
19. All guests are expected to be Good Neighbors of the community in which they are served, and have an obligation to comply with all state and local laws and/ or ordinances and behave in a courteous manner at all

times. Complaints from residents, business owners, or public officials may result in expulsion from Mercy House Programs. _____

20. In order to remain Good Neighbors, all guests are expected to use the provided shuttles for transportation on to and off of the property. We practice a strict no-walk-up policy. Guests are expected to remain on the property at all times unless when leaving for the day. All guests are allotted one exit and one entry per day, including guests who drive their own personal vehicles (unless under approved special circumstances). Violation of this expectation may result in an immediate exit. _____
21. Guest vehicles may be parked on public property and at owner's own risk. All Buena Park Municipal Codes, California Vehicle Codes and County of Orange Codes must be obeyed or are subject to fines and/or towing. A valid license and insurance are required. RV's (Recreational Vehicles) are not permitted on-site. Guests with bicycles must use the bicycle racks on the shuttle buses, and allow Mercy House drivers to secure them on the rack. Guests are only allowed one bike per person, and are not allowed to store spare bike parts unless they fit in the outdoor bin. All bicycles brought on property must be registered and photographed. _____
22. There is a women's section and a men's section for sleeping. Please respect the privacy of others. Only one person will be permitted at a time to use the All-Gender Restroom, regardless of relationship or marital status. _____
23. Guests are expected to respect the rest and sleep of their neighbors. When lights are off, indoor voices should be used to limit distractions and not disturb their rest. Likewise, guests are not allowed to use bright lights or play music/watch video with sound in the dorms after lights out. _____
24. Although we respect everyone's right to privacy, we reserve the right to pat down and search all persons as a precaution against any potential security risks. Items considered contraband may be confiscated and/or destroyed. Guests will always need to be searched any time they access their outside bins, bikes or vehicles. _____
25. Approved pets, service animals and companion animals will only be allowed into the program with explicit permission given by program management team. All pet owners must agree to and follow the guidelines provided in the Animal Expectations, which is a separate document that will be given upon entry of the animal into the shelter. _____
26. Neither Mercy House nor any of its vendors are in any way responsible or liable for lost, stolen, or damaged items that guests bring onto premises. Guests are encouraged to keep valuable items close and guarded, and are asked to turn in found items to the staff at the front desk. We advise that those who choose to use the supplied charging stations to have their electronics clearly marked and/or customized for easy identification. Guests may only charge their electronics at the approved charging stations, and may not remain at the station for any extended amount of time. _____
27. Cash is never to be given to Staff, Volunteers, or Interns at ANY time. _____
28. It is our desire to never deny shelter or services to our guests, however, in the case that behavior becomes a health and safety risk Shelter Management can expel/prevent any guests from staying at the shelter. Any conflicts between guests should be brought to the attention of the staff immediately. Any guests who are asked to exit will have 7 days (one week) to pick up any items left on-site. Guests must call and speak to a site leader to schedule a pickup. _____
29. Any guest that does not follow these expectations is jeopardizing their ability to accomplish their housing plan and may be exited from the shelter. Because everyone can make a mistake, when an expectation is not met,

staff will clarify any misunderstanding of the expectation and discuss ways that each guest can avoid further violations. If the violations continue Mercy House staff and the guest will meet and create an action plan to support the client to get back on track with their housing plan and meeting these expectations. Guests who have five action plans and continue to violate these expectations will be exited from the shelter. _____

As a result of initialing these expectations and signing this form, I understand that expectations, health and safety policies may change as necessary and that I will be informed of these changes and I am required to abide by these amended policies.

I have read the above and agree to follow the Shelter Expectations.

Name (please print): _____

Signature: _____ Date: _____

ATTACHMENT "C": VOLUNTEER POLICIES

Emergency Shelter Volunteer Policies

1. **Each volunteer must maintain a firm commitment to professional conduct.** Volunteers of the Emergency Shelter are expected to maintain the highest level of moral, ethical, and professional conduct while at the site. Volunteers will not engage in verbal abuse, inappropriate jokes and stories, and or any type of inappropriate interaction with Emergency Shelter staff or clients.
2. **Relationships with Clients.** Volunteers are prohibited from developing dual relationships with any clients they meet through their volunteer involvement at the Emergency Shelter. Examples of dual relationships include (but are not limited to) a volunteer entering into a business, romantic, or sexual relationship with a client. Soliciting clients for your business is strictly prohibited. Volunteers are not allowed to be named as having authority to make decisions for a client under any type of power of attorney or other legal procedure.
3. **Food and Other Substances.** Volunteers will not consume any food items or drinks supplied by the Emergency Shelter while volunteering. Food and drinks are purchased solely for the consumption of the homeless clients. Volunteers must also commit to not consuming any type of illicit drugs on the property while volunteering. Volunteers who appear to be under the influence of any substance that impedes their ability to perform their duties safely and efficiently may be turned away.
4. **Discrimination.** Volunteers will not discriminate against any client. They will not judge an individual based on their race, disability, religious preference, sexual orientation, color, age, veteran status, citizenship, ancestry, national origin or gender.
5. **Volunteer Boundaries.** Volunteers are not permitted to loan or give money to clients, should not meet with clients outside of the Emergency Shelter without permission from program staff, and are not allowed to drive clients in their vehicles.
6. **Commitment.** The Emergency Shelter is reliant upon the work of volunteers. This commitment should be taken seriously. If a volunteer misses a shift without removing themselves from the schedule and giving notice, the volunteer may be limited or restricted from volunteering.



**Navigation Center Oversight Commission
 Agenda Report**

UPDATE ON AD HOC COMMITTEE ADDRESSING HOMELESSNESS

PREPARED BY	PRESENTED BY
Rosemary Nielsen, Community Services Supervisor	Rosemary Nielsen, Community Services Supervisor
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

RECOMMENDED ACTION

Staff recommends that the Commission authorize continued development of the recommendations set forward by the Ad Hoc Committee through direct collaboration with service providers.

Specifically, staff shall:

- 1. Coordinate with Mercy House:** Formalize discussions during the scheduled monthly Mercy House meetings to finalize implementation strategies for data disaggregation, trauma-informed care training, and resident empowerment initiatives.
- 2. Report Progress:** Provide a comprehensive status update and refined action plan to the Commission at the April 2026 meeting.

DISCUSSION

The Ad Hoc Committee Addressing Homelessness met on January 7, 2026. Present in the meeting were Chair Carol McCann, Vice Chair Barry Ross, Rosemary Nielsen, and Analisa Marquez.

The following items were discussed:

- Review of staff recommendations regarding aligning our goals with the California Interagency Council on Homelessness Action Plan
- Review staff recommendations regarding follow-up to 2025 Point in Time Count Report
- Recommendations regarding inclement weather needs
- Determine next steps on affordable housing strategies
- Recommendations regarding creating an increased sense of community at the Navigation Center

1.Data Integration & Performance Monitoring: To ensure accountability and measurable progress in reducing homelessness within Buena Park, committee recommends:

- **Metric Tracking:** Continuous monitoring of the Homeless Management Information System (HMIS), PIT Count, and Navigation Center occupancy/exit data.
- **Data Disaggregation:** Coordinating with HMIS and Mercy House to isolate outcome data by race, ethnicity, disability, and age (including Transitional Age Youth) to identify service gaps.
- **Baseline Acquisition:** Staff will consult with City Net to determine cost and availability of detailed PIT data to inform future budget allocations.

2.Operational Policy & Navigation Center Enhancements: The Committee prioritizes a "Housing-Led" approach while maintaining operational flexibility:

- **Housing Integration:** While a formal "Housing First" ordinance is not recommended at this time, housing placement will be the primary metric for outreach and Navigation Center success.
- **Trauma-Informed Care:** Mandatory training for all Navigation Center and Outreach staff.
- **Client Feedback:** Staff will explore the feasibility of a Client Satisfactory Survey to improve the sense of community and service efficacy at the Navigation Center.

3.Inclement Weather & Emergency Response: To protect high-risk vulnerable populations during extreme weather, the Committee proposes:

- **CDBG Funding:** Exploring the application of Community Development Block Grants for motel vouchers.
- **Regional Collaboration:** Initiating a multi-city approach with the Hope Center to request designated County funds for emergency sheltering.
- **Grant Sourcing:** Actively identifying private and state grants to supplement current voucher programs.

4.Affordable Housing & Rental Assistance Strategy: To prevent inflow into homelessness, the following actions are recommended for 2026:

- **Gap Analysis:** Staff will aggregate rental assistance data from all sources and analyze 211 housing support calls to develop a comprehensive proposal for city-funded support.
- **Feasibility Study:** Coordination with the Director of Community Development to identify and implement at least one major affordable housing strategy by year-end.
- **Resident Empowerment:** Collaborating with Mercy House to implement at least one resident-focused empowerment strategy at existing facilities.



**Navigation Center Oversight Commission
Agenda Report**

2026 POINT IN TIME COUNT

PREPARED BY	PRESENTED BY
Rosemary Nielsen, Community Services Supervisor	Rosemary Nielsen, Community Services Supervisor
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

RECOMMENDED ACTION

Receive and File Point in Time Summary.

DISCUSSION

2026 Point-In-Time Count

Commission Briefing Document

The 2026 Point-In-Time (PIT) Count is a federally mandated census overseen by the U.S. Department of Housing and Urban Development (HUD). In coordination with the Orange County Continuum of Care (CoC), these efforts ensure data-driven responses to homelessness within the County and the City of Buena Park.

Methodology and Scope

The PIT Count serves as a biennial "snapshot" of both sheltered and unsheltered populations to guide resource allocation and strategic planning.

- **Sheltered Count:** Conducted annually, this component utilizes administrative data from the Homeless Management Information System (HMIS) to account for individuals residing in emergency shelters, transitional housing, and designated "Safe Havens."
- **Unsheltered Count:** Scheduled for the night of Monday, January 26, 2026, this biennial survey identifies individuals sleeping in locations not meant for human habitation, including streets, vehicles, parks, and abandoned structures.

Buena Park Local Operations

On January 28, 2026, teams will execute the unsheltered census within the city. The North Service Planning Area (SPA) of Orange County will host a Deployment Center at The Ehlers Event Center in Buena Park. The Buena Park Homeless Outreach Team, in collaboration with Homeless Liaison Officers, Community Impact Officers, and Volunteers, will conduct two specific deployment shifts:

- Morning Shift: 4:30 AM - 9:00 AM
- Evening Shift: 6:30 PM - 11:00 PM

Data Collection Technology

To ensure accuracy and real-time data integration, all personnel will utilize a mobile survey application. This digital tool designed to capture vital demographic data and service needs directly from the field, which will subsequently inform the Orange County Homeless Manager.



**Navigation Center Oversight Commission
Agenda Report**

NAVIGATION CENTER MONTHLY REPORT - SEPTEMBER 2025 - DECEMBER 2025

PREPARED BY	PRESENTED BY
Ariana Chavez, Senior Administrative Assistant	Ariana Chavez, Senior Administrative Assistant
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

RECOMMENDED ACTION

Navigation Center Monthly Report - September 2025 - December 2025

Attachments

- [BPNC Monthly Report September 2025.pdf](#)
- [September 2025 - BPNC Supplemental Report.pdf](#)
- [Buena Park Monthly Report -October 2025.pdf](#)
- [October 2025 - BPNC Supplemental Report.pdf](#)
- [Buena Park Monthly Report -November 2025.pdf](#)
- [Novmeber 2025 - BPNC Supplemental Report.pdf](#)
- [Buena Park Monthly Report -December 2025.pdf](#)
- [December 2025 - BPNC Supplemental Report.pdf](#)

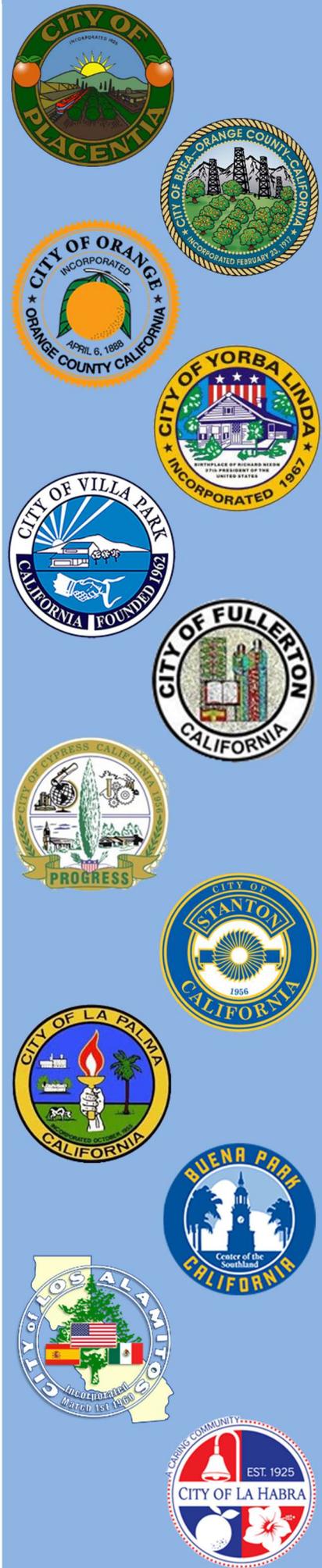
Buena Park Navigation Center

Monthly Report September 2025



Report Contact:
Timothy Huynh, Chief Program Officer
Email: timothyh@mercyhouse.net
Phone: (714) 836-7188 Ext: 132

MERCY  HOUSE



Report Summary

Number's Served:

By the end of September 2025, the shelter has served 256 uduplicated clients, 40 of which enrolled during the month.

To date, 22 shelter recipients have positively exited the program: 21 to permanent housing and 1 to temporary housing as a result of the program.

	Monthly	Year To Date	FY 2024-2025	2020-Present
Individuals Served (unduplicated)	180	256	474	1,495
Individuals Discharged	42	122	421	1,893
Number of Intakes	40	113	434	2,034

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	0	0	35
Brea	1	8	17	64
Buena Park	10	115	248	880
Cypress	0	3	14	53
Fullerton	15	55	92	317
La Habra	0	12	35	106
La Palma	0	2	4	26
Los Alamitos	0	0	0	5
Orange	9	35	106	313
Placentia	3	16	21	60
Stanton	0	12	28	154
Villa Park	0	0	0	0
Yorba Linda	2	2	4	8
Orange County-outside the NSPA	0	0	0	15

Other County in California	0	0	0	0
Outside the State of California	0	0	0	0
Outside the United States	0	0	0	0
Client Refused	0	0	0	2

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
0 – 11 months	19	114	220	858
1 – 2 Years	7	59	125	531
3 – 4 Years	1	27	75	331
5 – 6 Years	3	24	64	222
7 – 8 Years	3	12	24	118
9 – 10 Years	3	9	16	118
11+ Years	4	15	40	240

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	7	23	48	203
Brea	1	6	11	39
Buena Park	4	70	153	564
Cypress	0	3	17	56
Fullerton	11	44	74	250
La Habra	1	11	33	94
La Palma	0	0	0	17
Los Alamitos	0	0	0	5
Orange	7	21	60	180

Placentia	3	9	18	55
Stanton	0	10	21	103
Villa Park	0	0	0	1
Yorba Linda	2	4	4	18
Orange County- outside the NSPA	6	28	53	172
Other County in California	0	21	55	199
Outside the State of California	0	8	17	33
Outside the United States	0	2	4	8
Client Refused*	0	0	1	9

4. Type of setting participant lived in before becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Homeowner	1	8	36	66
Renting	20	125	262	486
Living with Family	14	85	163	315
Living with Friends	5	22	46	84
Mobile Home	0	3	6	11
Foster Home	0	0	2	6
Hotel	0	6	11	16
Incarcerated	0	0	8	21
Hospital	0	0	0	0
Substance Abuse Treatment Facility or Detox Center	0	0	2	4
Other	0	11	32	46

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

5. City participant has lived in most of their lives (Ages 5-18 years old)

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	2	16	41	77
Brea	1	3	4	11
Buena Park	6	34	69	134
Cypress	0	3	6	10
Fullerton	4	20	35	84
La Habra	1	7	23	38
La Palma	0	1	1	2
Los Alamitos	0	1	2	4
Orange	5	16	33	57
Placentia	2	6	11	20
Stanton	1	6	11	16
Villa Park	0	0	1	1
Yorba Linda	0	3	7	11
Orange County- outside the NSPA	7	44	75	138
Other County in California	7	44	122	239
Outside the State of California	2	42	95	177
Outside the United States	1	12	22	24
Client Prefers not to answer	0	1	11	13

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

6. City where participant attended high school:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	3	15	33	76
Brea	1	4	5	9
Buena Park	5	19	38	81
Cypress	0	4	7	17
Fullerton	0	16	44	75
La Habra	1	7	18	33
La Palma	0	2	5	8
Los Alamitos	0	1	3	6
Orange	2	11	24	42
Placentia	4	8	10	22
Stanton	0	2	4	4
Villa Park	1	3	6	9
Yorba Linda	1	1	4	8
Orange County- outside the NSPA	6	48	93	145
Other County in California	9	55	135	257
Outside the State of California	4	43	92	178
Outside the United States	2	15	27	30
Client Prefers not to Answer	1	6	21	27

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

Coordinated Entry System Statistics:

Community Queue: List of clients who have submitted their documents and are waiting to be matched to a housing opportunity.

	Monthly
Number of Active Clients on Community Queue	120
Percent of Active Clients on Community Queue	92%
Number of Active Clients Matched to a Housing Opportunity	2
Percent of Active Clients Matched to a Housing Opportunity	2%

Program Exits:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Positive Exits (Housing, reunification, rehab facility)	9	22	68	319
Negative Exits (Streets, jail, prison)	15	46	152	458
Unknown Exits (Unknown, deceased)	20	54	201	1,132

Destination Detail of Exits:

Benchmark: 30% of clients who exit to known destination will exit to permanent housing.

Progress towards benchmark: 32% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Received Permanent Housing with housing subsidy	1	2	7	31
Received Permanent Housing with no ongoing subsidy	4	13	14	49
Received Permanent Housing with Housing Voucher (tenant or project base)	0	0	7	44
Received Permanent Housing with Rapid Re-housing	0	0	8	26

Permanent Housing with Family or Friends	2	3	7	44
Received Permanent Housing in long-term care facility or nursing home	1	3	3	23
Received Permanent Housing in a Public housing Unit	0	0	0	4
Received Temporary Housing with Family or Friends	0	0	3	37
Received Temporary Housing in Transitional Housing	0	0	4	17
Received Temporary Housing in hotel or motel paid by voucher	0	0	2	14
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	0	1	2
Received Temporary Housing at Hospital or Psychiatric Facility	0	0	8	15
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	1	1	4	13

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Released from program for behavioral issues:	14	43	129	172
Returned to homelessness by choosing to leave Navigation Center:	1	3	19	253
Placed in jail, prison, or juvenile detention facility	0	0	4	18
Unknown location- client choose not disclose information	7	16	29	162
Unknown location- no exit interview was completed	13	38	171	967
Deceased:	0	0	1	3

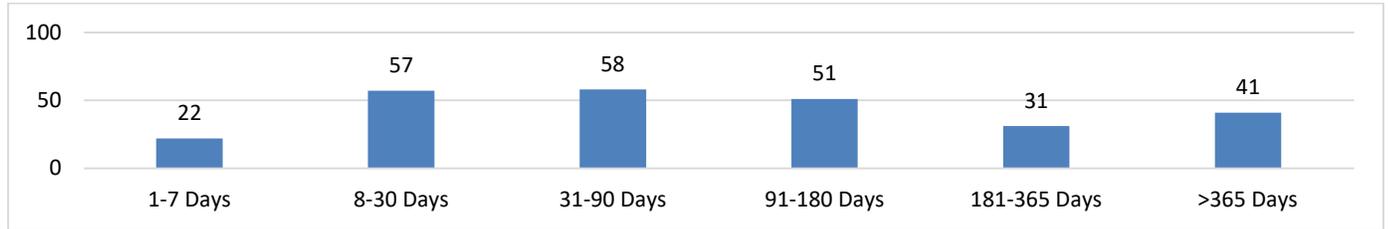
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning August 2023. Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 183 days for the year.

The average length of stay for a successful housing placement is currently 487 days for the year.



Length of Stay for Successful Exits:

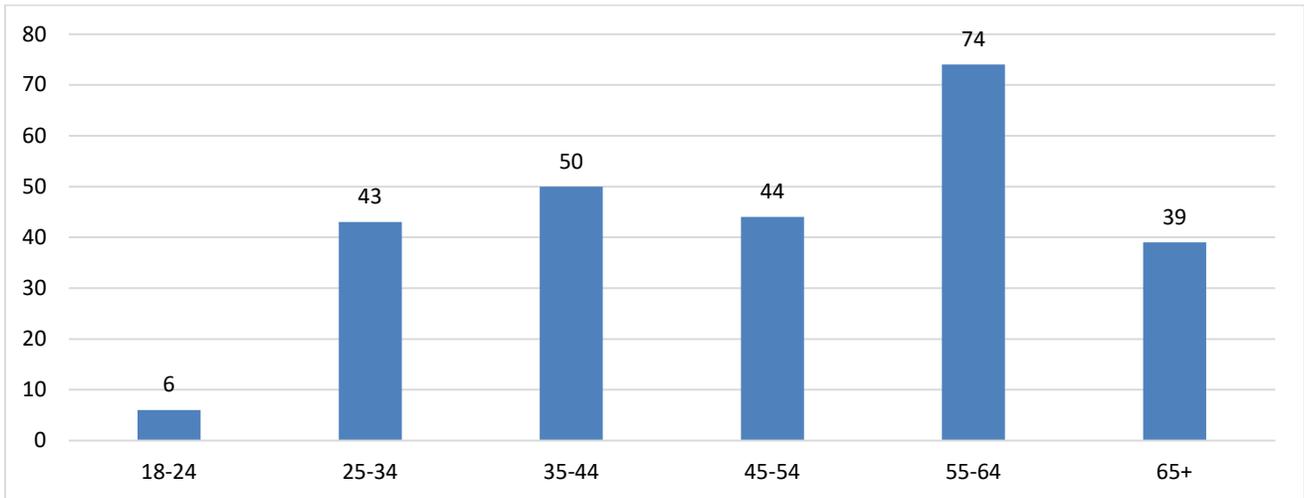
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	2	2	10	61
1 – 2 months in Navigation Center	3	5	14	68
3 – 6 months in Navigation Center	2	6	16	62
7 – 12 months in Navigation Center	0	3	10	50
Over 1 Year in Navigation Center	2	6	18	77

Length of Stay for Unsuccessful Exits:

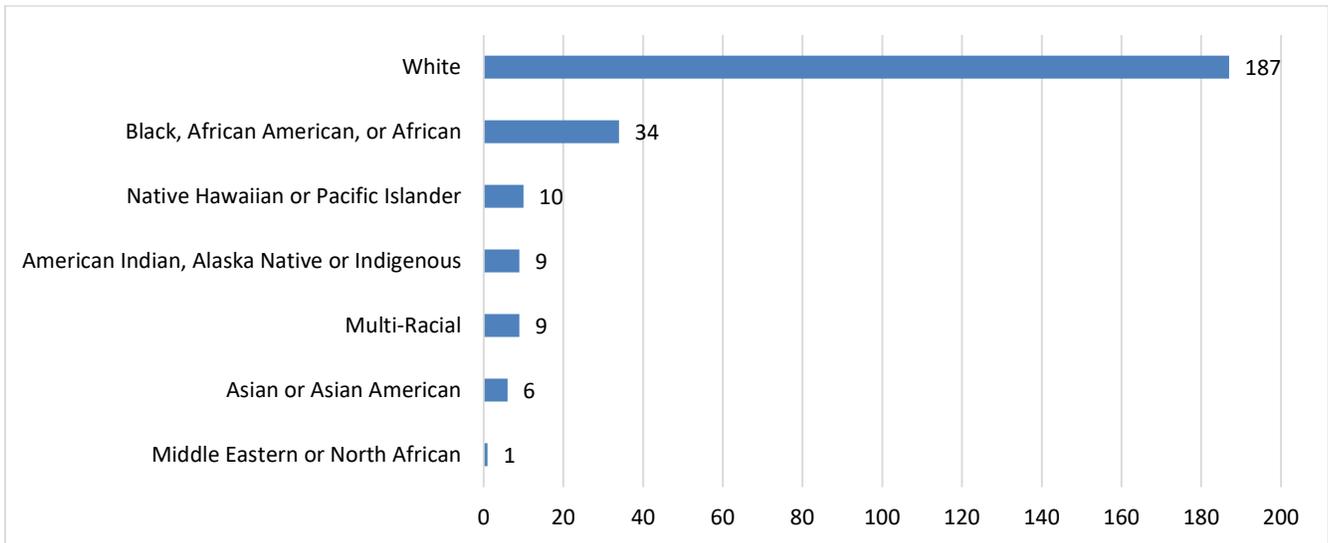
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	16	44	184	762
1 – 2 months in Navigation Center	11	28	78	436
3 – 6 months in Navigation Center	12	27	49	245
7 – 12 months in Navigation Center	4	8	25	89
Over 1 Year in Navigation Center	7	8	21	58

Client Demographics:

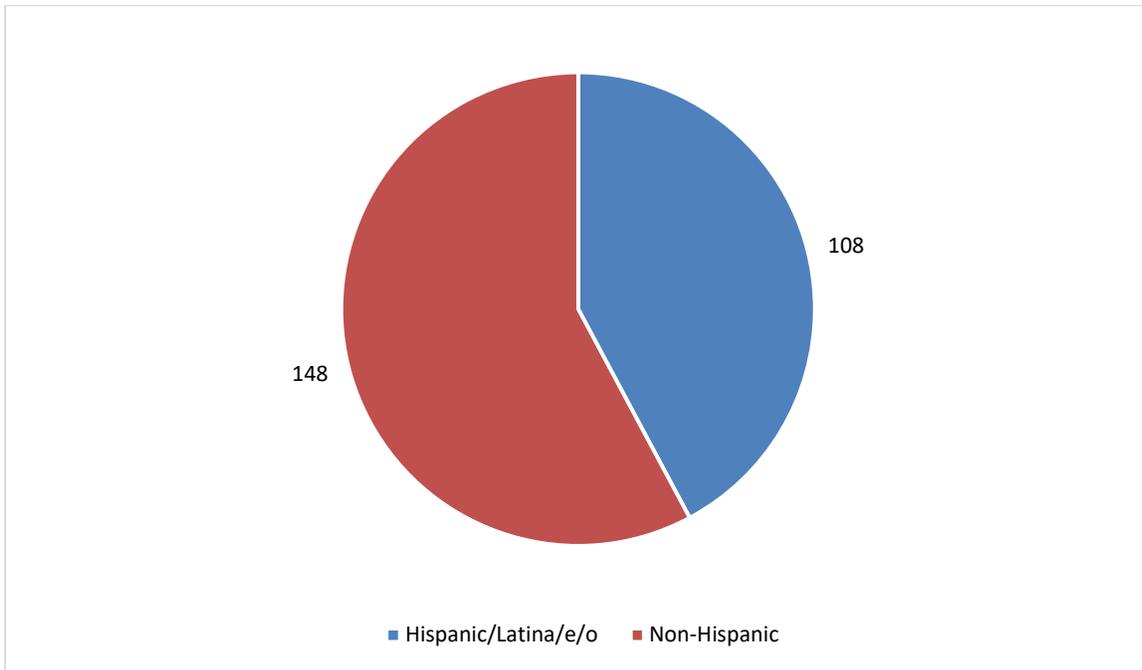
Age



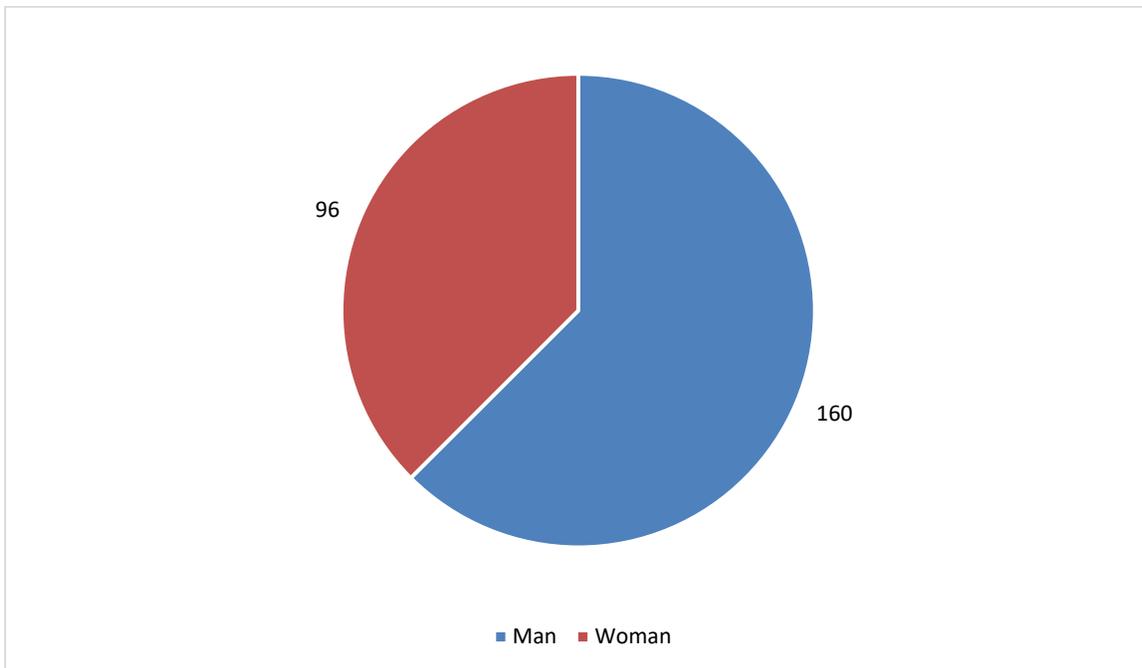
Race



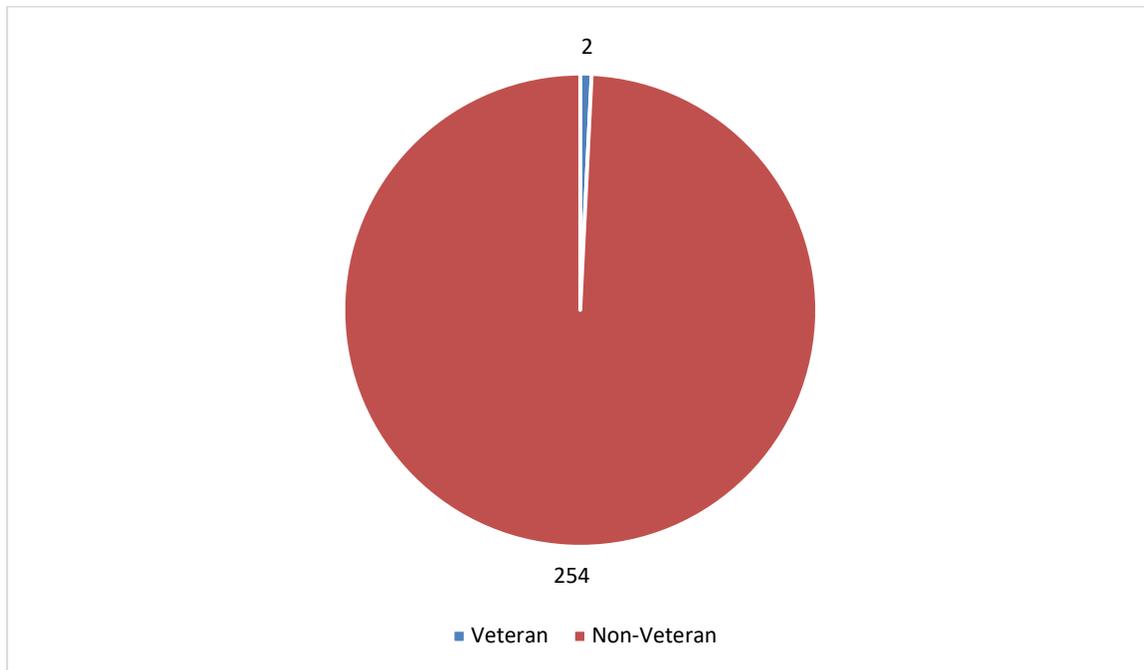
Ethnicity



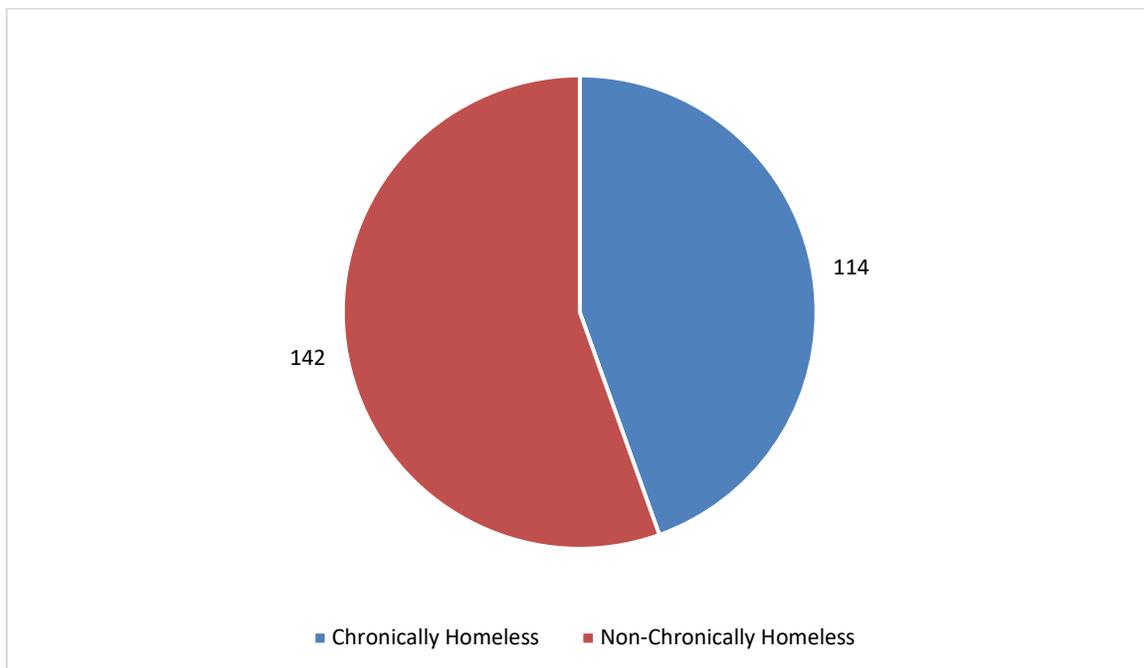
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of September 2025, (8) guests exited to permanent housing situations.

Community Engagement and Events:

The Buena Park Navigation Center saw participation from both volunteers and donations in the month of September 2025. For volunteers, the shelter saw increased regular volunteer participation from the previous two months – jumping to 20 regular volunteers served on-site during the month. Additionally, volunteers were critical in the standard monthly events at the shelter, the Friday Movie Night, Bingo Night, and Vision Board events, taking place on consecutive Fridays throughout September.

In terms of donations, the aforementioned monthly events were sponsored by Eastside Christian Church, as they have been in the past. Additionally, Troy High School in Fullerton completed another hygiene drive in which students could donate hygiene items and cleaning supplies in exchange for community service hours. This drive produced better results than the previous one which took place in July and collected supplies for Welcome Home Baskets. Another one is expected for November 2025. Five Welcome Home Baskets went to BPNC this month, each of which were given to Mercy House by small independent donors.

Volunteers

- The number of regular volunteers increased over the first two months of the new fiscal year.
- Continued regular Friday events – Vision Board, Movie Night, and Bingo Night.

Donations

- Eastside Christian Church continues to sponsor the regular Friday events.
- Troy High School held another donations drive, this time focusing on hygiene items and cleaning supplies

Health and Safety Update:

BPNC team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tools.

MH staff practices sanitizing high touch surfaces regularly as well as provide masks and hand sanitizers to our guests as needed.

Family Health Matters provides COVID-19 testing weekly to all guest on a consistent basis, all guests are highly encouraged to be tested . During the month of September 2025, there were two (2) guests who tested positive for COVID-19.

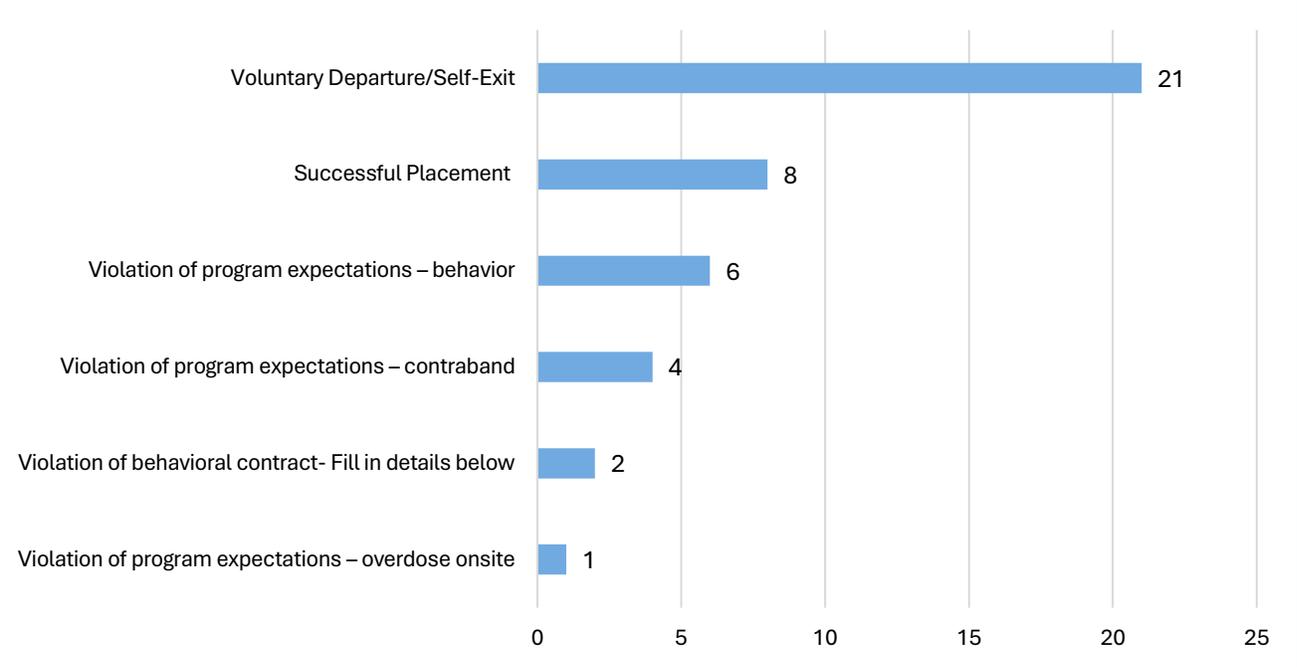
The following organizations/agencies visited the shelter during the month of September 2025.

- O.C Workforce Solutions
- Loving Paws
- CHIOC Social Services Support
- NeighborWorks O.C Financial Literacy Courses
- Tru Connect
- Free Phone Service
- Social Security Advocacy
- PCP KCS (Korean Community Services)
- Veteran Support
- KCS SUD Program
- Serve the People Vision Clinic
- APAIT HIV Health Screenings
- VOAIA

The BPNC Team continues to work closely with the OC Department of Public Health and implements all CDC recommendations

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 9/1/2025-9/30/2025



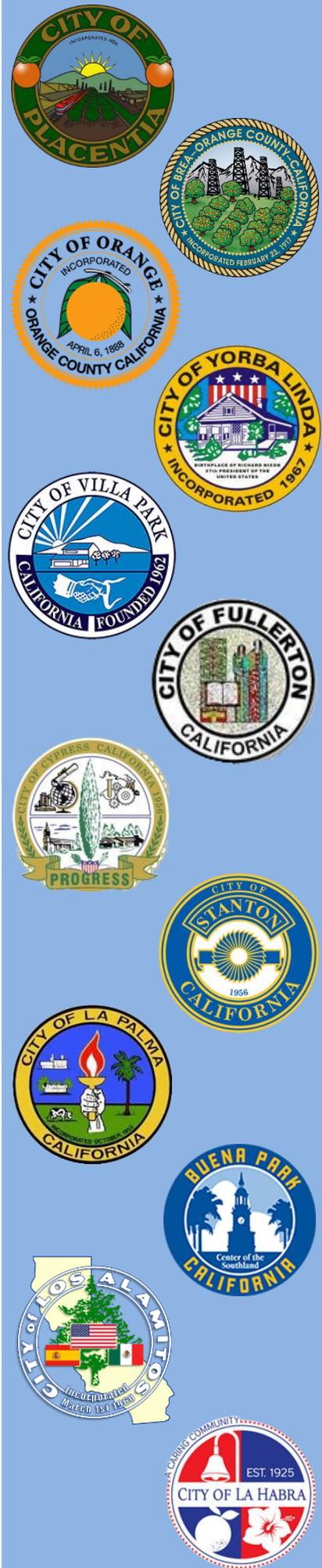
Buena Park Navigation Center

Monthly Report October 2025



Report Contact:
Timothy Huynh, Chief Program Officer
Email: timothyh@mercyhouse.net
Phone: (714) 836-7188 Ext: 132

MERCY  HOUSE



Report Summary

Number's Served:

By the end of October 2025, the shelter has served 285 unduplicated clients, 30 of which enrolled during the month.

To date, 31 shelter recipients have positively exited the program: 27 to permanent housing and 4 to temporary housing as a result of the program.

	Monthly	Year To Date	FY 2024-2025	2020-Present
Individuals Served (unduplicated)	175	285	474	1,355
Individuals Discharged	30	152	421	1,923
Number of Intakes	30	143	434	2,064

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	0	0	35
Brea	3	11	17	67
Buena Park	9	124	248	889
Cypress	3	6	14	56
Fullerton	8	63	92	325
La Habra	3	15	35	109
La Palma	0	2	4	26
Los Alamitos	0	0	0	5
Orange	8	43	106	321
Placentia	2	18	21	62
Stanton	1	13	28	155
Villa Park	0	0	0	0
Yorba Linda	0	2	4	8
Orange County-outside the NSPA	0	0	0	15

Other County in California	0	0	0	0
Outside the State of California	0	0	0	0
Outside the United States	0	0	0	0
Client Refused	0	0	0	2

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
0 – 11 months	12	126	220	870
1 – 2 Years	6	65	125	537
3 – 4 Years	3	30	75	334
5 – 6 Years	6	30	64	228
7 – 8 Years	3	15	24	121
9 – 10 Years	1	10	16	119
11+ Years	6	21	40	246

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	5	23	48	208
Brea	2	8	11	41
Buena Park	5	75	153	571
Cypress	2	5	17	58
Fullerton	7	51	74	257
La Habra	3	14	33	97
La Palma	0	0	0	17
Los Alamitos	0	0	0	5
Orange	7	28	60	187

Placentia	0	9	18	55
Stanton	2	12	21	105
Villa Park	0	0	0	1
Yorba Linda	0	4	4	18
Orange County- outside the NSPA	3	31	53	175
Other County in California	0	21	55	199
Outside the State of California	1	9	17	34
Outside the United States	0	2	4	8
Client Refused*	0	0	1	9

4. Type of setting participant lived in before becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Homeowner	2	10	36	68
Renting	23	148	262	509
Living with Family	5	90	163	320
Living with Friends	5	27	46	89
Mobile Home	0	3	6	11
Foster Home	1	1	2	7
Hotel	1	7	11	17
Incarcerated	0	0	8	21
Hospital	0	0	0	0
Substance Abuse Treatment Facility or Detox Center	0	0	2	4
Other	0	11	32	46

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

5. City participant has lived in most of their lives (Ages 5-18 years old)

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	4	20	41	81
Brea	0	3	4	11
Buena Park	6	40	69	140
Cypress	1	4	6	11
Fullerton	2	22	35	86
La Habra	2	9	23	40
La Palma	0	1	1	2
Los Alamitos	0	1	2	4
Orange	7	23	33	64
Placentia	0	6	11	20
Stanton	1	7	11	17
Villa Park	0	0	1	1
Yorba Linda	0	3	7	11
Orange County- outside the NSPA	2	46	75	140
Other County in California	6	50	122	245
Outside the State of California	4	46	95	181
Outside the United States	2	14	22	26
Client Prefers not to answer	0	1	11	13

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

6. City where participant attended high school:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	4	19	33	80
Brea	0	4	5	9
Buena Park	4	23	38	85
Cypress	0	4	7	17
Fullerton	1	17	44	76
La Habra	2	9	18	35
La Palma	1	3	5	9
Los Alamitos	0	1	3	6
Orange	2	13	24	44
Placentia	0	8	10	22
Stanton	0	2	4	4
Villa Park	1	4	6	10
Yorba Linda	0	1	4	8
Orange County- outside the NSPA	6	54	93	151
Other County in California	9	64	135	266
Outside the State of California	4	46	92	182
Outside the United States	4	19	27	34
Client Prefers not to Answer	0	6	21	27

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

Coordinated Entry System Statistics:

Community Queue: List of clients who have submitted their documents and are waiting to be matched to a housing opportunity.

	Monthly
Number of Active Clients on Community Queue	142
Percent of Active Clients on Community Queue	99%
Number of Active Clients Matched to a Housing Opportunity	1
Percent of Active Clients Matched to a Housing Opportunity	<1%

Program Exits:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Positive Exits (Housing, reunification, rehab facility)	9	31	68	328
Negative Exits (Streets, jail, prison)	9	55	152	467
Unknown Exits (Unknown, deceased)	12	66	201	1,144

Destination Detail of Exits:

Benchmark: 30% of clients who exit to known destination will exit to permanent housing.

Progress towards benchmark: 36% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Received Permanent Housing with housing subsidy	2	4	7	33
Received Permanent Housing with no ongoing subsidy	1	14	14	50
Received Permanent Housing with Housing Voucher (tenant or project base)	0	0	7	44
Received Permanent Housing with Rapid Re-housing	0	0	8	26

Permanent Housing with Family or Friends	3	6	7	47
Received Permanent Housing in long-term care facility or nursing home	0	3	3	23
Received Permanent Housing in a Public housing Unit	0	0	0	4
Received Temporary Housing with Family or Friends	0	0	3	37
Received Temporary Housing in Transitional Housing	2	2	4	19
Received Temporary Housing in hotel or motel paid by voucher	0	0	2	14
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	0	1	2
Received Temporary Housing at Hospital or Psychiatric Facility	0	0	8	15
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	1	2	4	14

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Released from program for behavioral issues:	8	51	129	180
Returned to homelessness by choosing to leave Navigation Center:	0	3	19	253
Placed in jail, prison, or juvenile detention facility	1	1	4	19
Unknown location- client choose not disclose information	5	21	29	167
Unknown location- no exit interview was completed	7	45	171	974
Deceased:	0	0	1	3

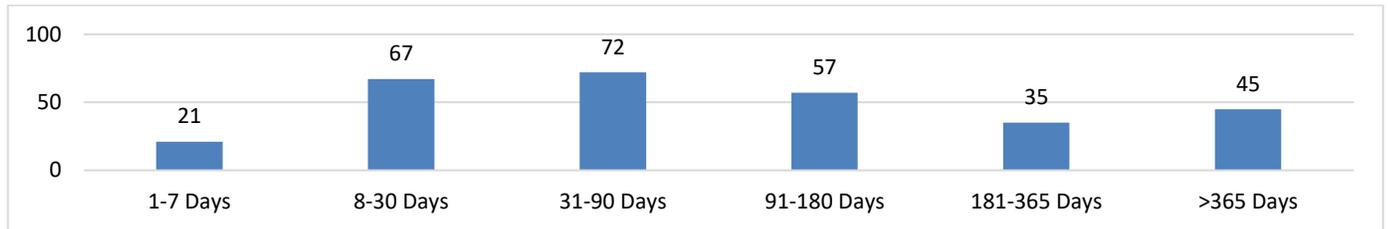
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning August 2023. Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 175 days for the year.

The average length of stay for a successful housing placement is currently 338 days for the year.



Length of Stay for Successful Exits:

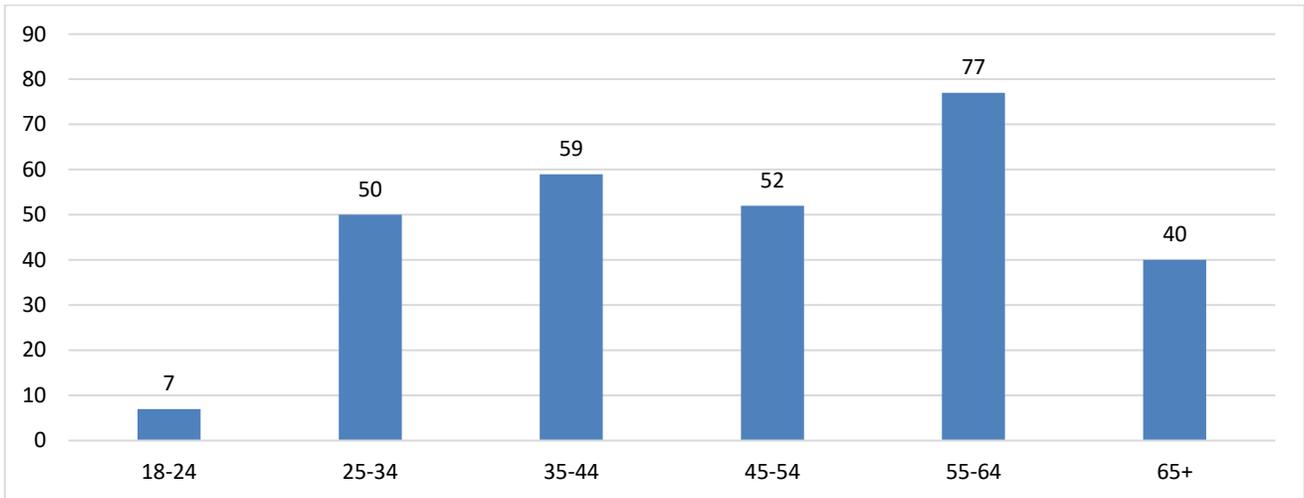
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	2	4	10	63
1 – 2 months in Navigation Center	2	7	14	70
3 – 6 months in Navigation Center	3	9	16	65
7 – 12 months in Navigation Center	0	3	10	50
Over 1 Year in Navigation Center	2	8	18	79

Length of Stay for Unsuccessful Exits:

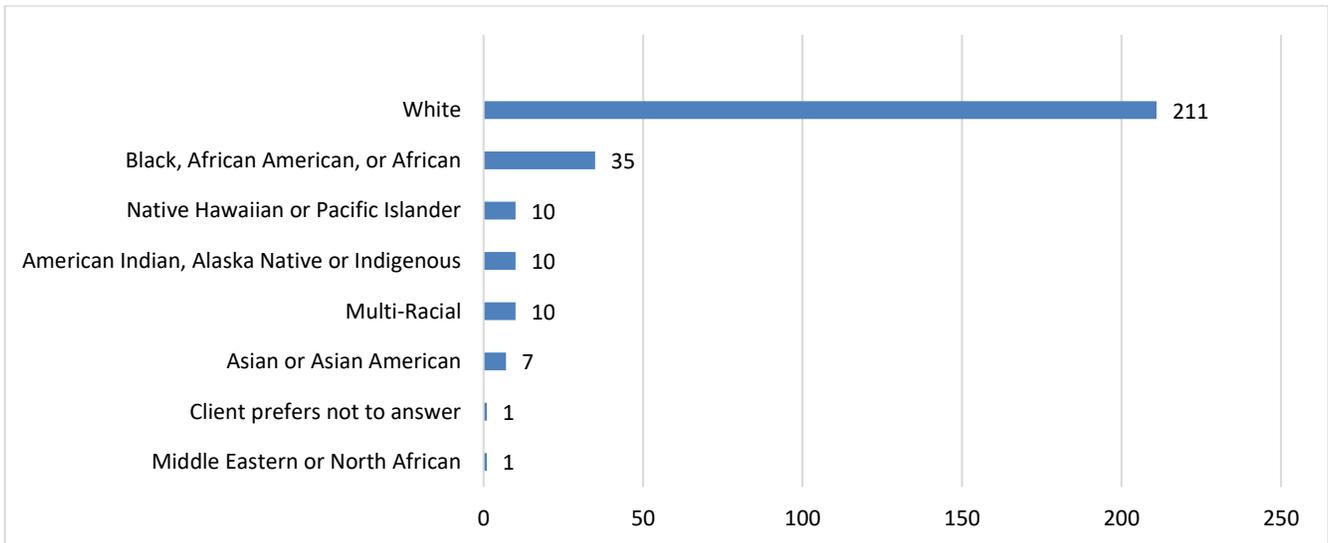
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	13	57	184	762
1 – 2 months in Navigation Center	2	30	78	436
3 – 6 months in Navigation Center	1	22	49	240
7 – 12 months in Navigation Center	2	7	25	88
Over 1 Year in Navigation Center	3	5	21	50

Client Demographics:

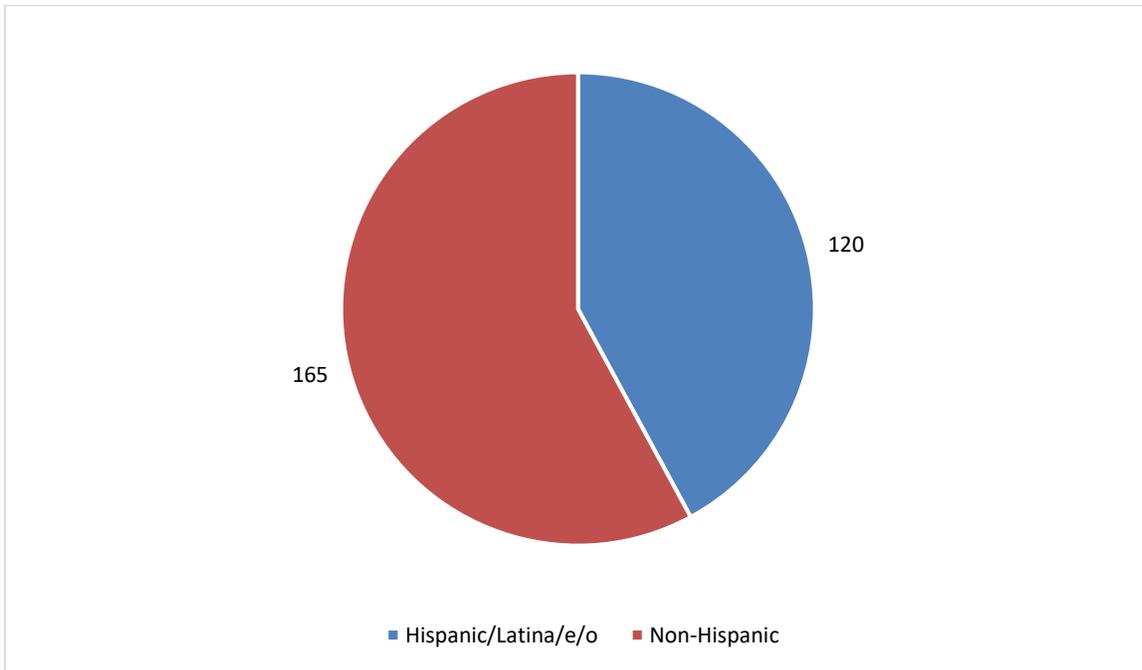
Age



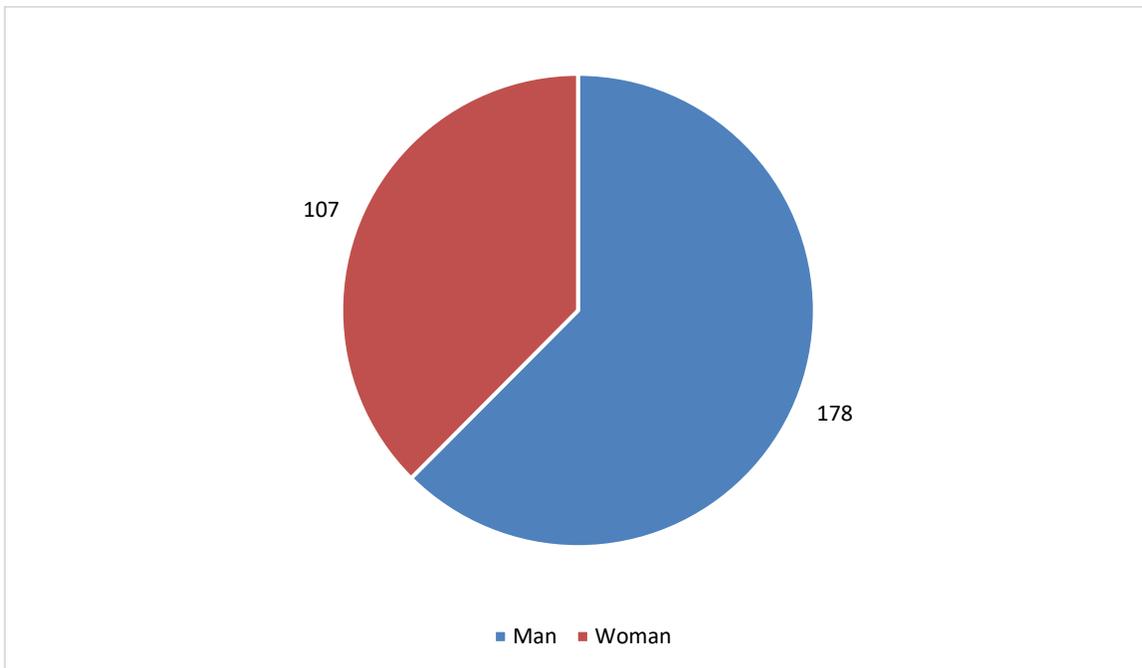
Race



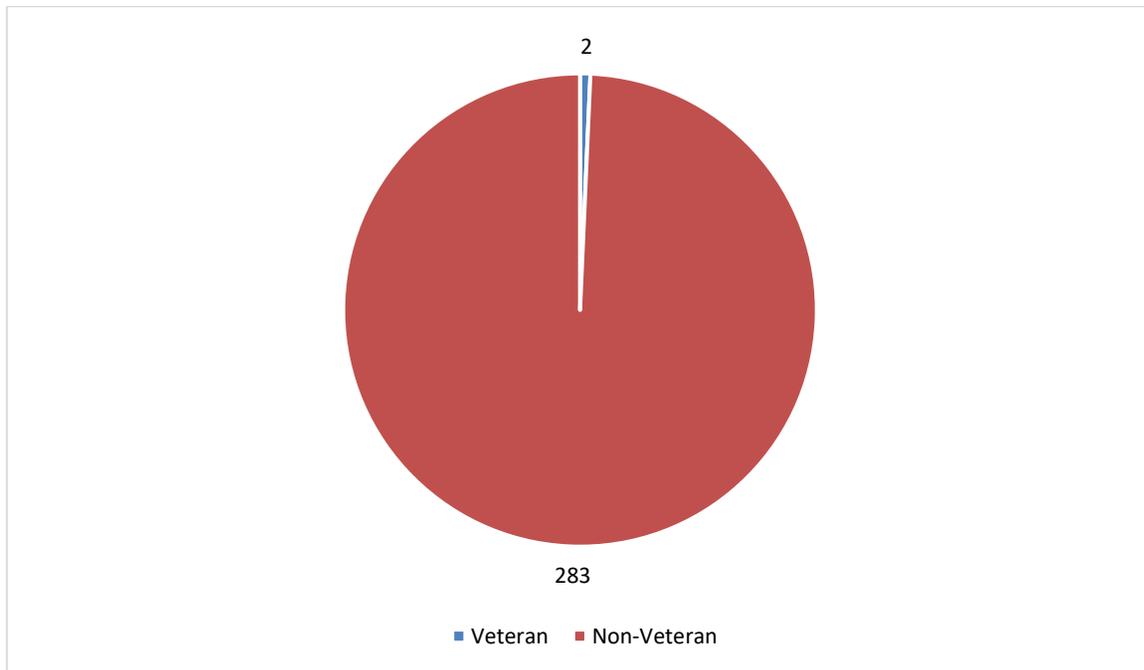
Ethnicity



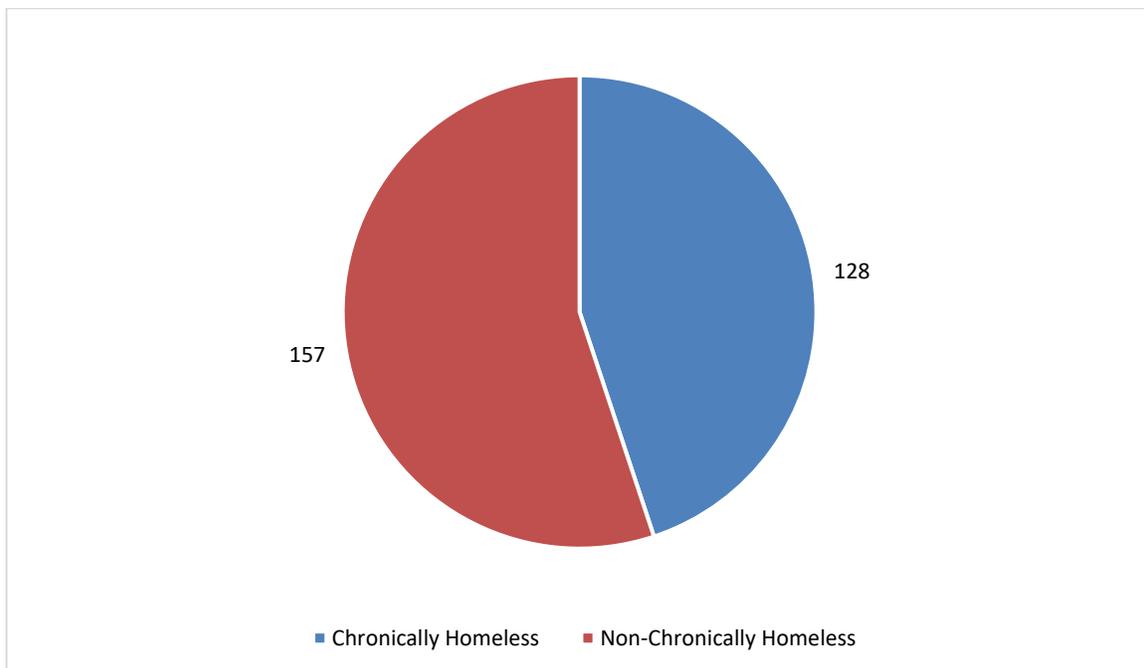
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of October 2025, (6) guests exited to permanent housing situations.

Community Engagement and Events:

Buena Park Navigation Center saw participation from both volunteers and donations in the month of October. Volunteer numbers and the total number of hours volunteered remained consistent from last month- seeing 20 volunteers on-site. Additionally, volunteers were critical in the standard monthly events at the shelter, the Friday Movie Night, Bingo Night, and Vision Board events, taking place on consecutive Fridays throughout October. Finally, volunteers helped assemble welcome baskets for clients at the shelter.

In terms of donations, Eastside Christian Church continued to donate the items necessary to run our three regular Friday events (movie night, bingo night, vision board event). Additionally, a donor who wishes to remain anonymous donated a Costco gift card to purchase food items for Thanksgiving at BPNC. Seven welcome home baskets went to BPNC this month, all assembled by volunteers for the shelter.

Volunteers :

- Volunteer numbers remained unchanged from last month to this month.
- Continued regular Friday events – Vision Board, Movie Night, and Bingo Night.
- Volunteer event – assembled welcome baskets for the shelter.

Donations:

- Eastside Christian Church continues to sponsor the regular Friday events.
- Anonymous donor donated a Costco gift card for Thanksgiving meal

Health and Safety Update:

BPNC team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tools.

MH staff practices sanitizing high touch surfaces regularly as well as provide masks and hand sanitizers to our guests as needed.

Family Health Matters provides COVID-19 testing weekly to all guest on a consistent basis, all guests are highly encouraged to be tested . During the month of October 2025, there were no (0) guests who tested positive for COVID-19.

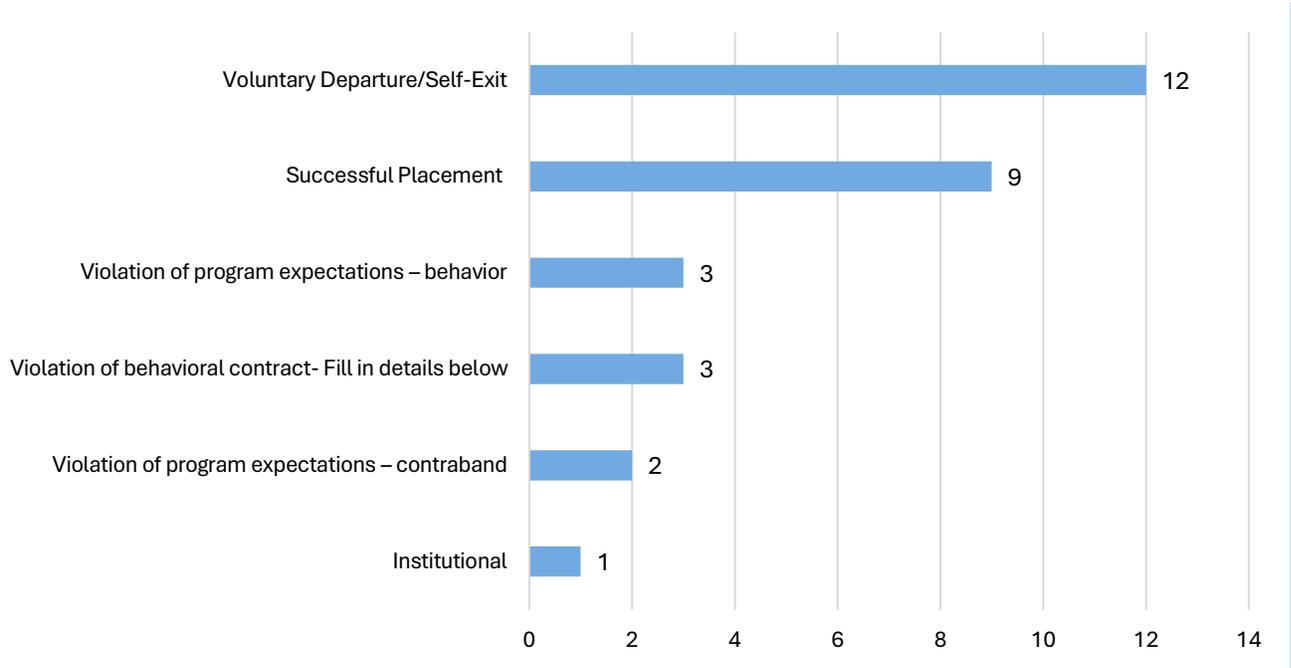
The following organizations/agencies visited the shelter during the month of October 2025.

- O.C Workforce Solutions
- Loving Paws
- CHIOC Social Services Support
- Tru Connect
- Free Phone Service
- Social Security Advocacy
- PCP KCS (Korean Community Services)
- Veteran Support
- KCS SUD Program
- Serve the People Vision Clinic
- APAIT HIV Health Screenings
- VOAIA

The BPNC Team continues to work closely with the OC Department of Public Health and implements all CDC recommendations

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 10/1/2025-10/31/2025



Buena Park Navigation Center

Monthly Report November 2025



Report Contact:
Timothy Huynh, Chief Program Officer
Email: timothyh@mercyhouse.net
Phone: (714) 836-7188 Ext: 132

MERCY  HOUSE



Report Summary

Number's Served:

By the end of November 2025, the shelter has served 303 uduplicated clients, 23 of which enrolled during the month.

To date, 32 shelter recipients have positively exited the program: 27 to permanent housing and 5 to temporary housing as a result of the program.

	Monthly	Year To Date	FY 2024-2025	2020-Present
Individuals Served (unduplicated)	167	303	474	1,368
Individuals Discharged	32	184	421	1,955
Number of Intakes	23	173	434	2,087

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	0	0	35
Brea	0	11	17	67
Buena Park	4	128	248	893
Cypress	0	6	14	56
Fullerton	4	67	92	329
La Habra	4	19	35	113
La Palma	0	2	4	26
Los Alamitos	0	0	0	5
Orange	8	51	106	329
Placentia	1	18	21	63
Stanton	1	14	28	156
Villa Park	0	0	0	0
Yorba Linda	0	2	4	8
Orange County-outside the NSPA	0	0	0	15

Other County in California	0	0	0	0
Outside the State of California	0	0	0	0
Outside the United States	0	0	0	0
Client Refused	0	0	0	2

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
0 – 11 months	7	133	220	877
1 – 2 Years	5	70	125	542
3 – 4 Years	5	35	75	339
5 – 6 Years	0	30	64	228
7 – 8 Years	3	18	24	124
9 – 10 Years	1	11	16	120
11+ Years	2	23	40	248

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	2	25	48	210
Brea	0	8	11	41
Buena Park	2	77	153	573
Cypress	0	5	17	58
Fullerton	3	54	74	260
La Habra	3	17	33	100
La Palma	0	0	0	17
Los Alamitos	0	0	0	5
Orange	7	35	60	194

Placentia	1	10	18	56
Stanton	0	12	21	105
Villa Park	0	0	0	1
Yorba Linda	0	4	4	18
Orange County- outside the NSPA	3	34	53	178
Other County in California	1	22	55	200
Outside the State of California	0	9	17	34
Outside the United States	1	3	4	9
Client Refused*	0	0	1	9

4. Type of setting participant lived in before becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Homeowner	0	10	36	68
Renting	10	158	262	519
Living with Family	10	100	163	330
Living with Friends	2	29	46	91
Mobile Home	0	3	6	11
Foster Home	0	1	2	7
Hotel	0	7	11	17
Incarcerated	0	0	8	21
Hospital	0	0	0	0
Substance Abuse Treatment Facility or Detox Center	1	1	2	5
Other	0	11	32	46

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

5. City participant has lived in most of their lives (Ages 5-18 years old)

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	3	23	41	84
Brea	0	3	4	11
Buena Park	2	42	69	142
Cypress	0	4	6	11
Fullerton	3	25	35	89
La Habra	1	10	23	41
La Palma	0	1	1	2
Los Alamitos	0	1	2	4
Orange	4	27	33	68
Placentia	0	6	11	20
Stanton	0	7	11	17
Villa Park	0	0	1	1
Yorba Linda	0	3	7	11
Orange County- outside the NSPA	2	48	75	142
Other County in California	6	56	122	251
Outside the State of California	1	47	95	182
Outside the United States	1	15	22	27
Client Prefers not to answer	0	1	11	13

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

6. City where participant attended high school:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	3	22	33	83
Brea	0	4	5	9
Buena Park	1	24	38	86
Cypress	0	4	7	17
Fullerton	3	20	44	79
La Habra	2	11	18	37
La Palma	0	3	5	9
Los Alamitos	0	1	3	6
Orange	3	16	24	47
Placentia	0	8	10	22
Stanton	0	2	4	4
Villa Park	0	4	6	10
Yorba Linda	0	1	4	8
Orange County- outside the NSPA	3	57	93	154
Other County in California	6	70	135	272
Outside the State of California	0	46	92	182
Outside the United States	2	21	27	36
Client Prefers not to Answer	0	6	21	27

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

Coordinated Entry System Statistics:

Community Queue: List of clients who have submitted their documents and are waiting to be matched to a housing opportunity.

	Monthly
Number of Active Clients on Community Queue	142
Percent of Active Clients on Community Queue	99%
Number of Active Clients Matched to a Housing Opportunity	1
Percent of Active Clients Matched to a Housing Opportunity	<1%

Program Exits:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Positive Exits (Housing, reunification, rehab facility)	1	32	68	329
Negative Exits (Streets, jail, prison)	8	63	152	475
Unknown Exits (Unknown, deceased)	17	83	201	1,161

Destination Detail of Exits:

Benchmark: 30% of clients who exit to known destination will exit to permanent housing.

Progress towards benchmark: 28% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Received Permanent Housing with housing subsidy	0	4	7	33
Received Permanent Housing with no ongoing subsidy	0	14	14	50
Received Permanent Housing with Housing Voucher (tenant or project base)	0	0	7	44
Received Permanent Housing with Rapid Re-housing	0	0	8	26

Permanent Housing with Family or Friends	0	6	7	47
Received Permanent Housing in long-term care facility or nursing home	0	3	3	23
Received Permanent Housing in a Public housing Unit	0	0	0	4
Received Temporary Housing with Family or Friends	0	0	3	37
Received Temporary Housing in Transitional Housing	0	2	4	19
Received Temporary Housing in hotel or motel paid by voucher	0	0	2	14
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	0	1	2
Received Temporary Housing at Hospital or Psychiatric Facility	0	0	8	15
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	1	3	4	15

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Released from program for behavioral issues:	6	57	129	186
Returned to homelessness by choosing to leave Navigation Center:	2	5	19	255
Placed in jail, prison, or juvenile detention facility	0	1	4	19
Unknown location- client choose not disclose information	5	26	29	172
Unknown location- no exit interview was completed	12	57	171	986
Deceased:	0	0	1	3

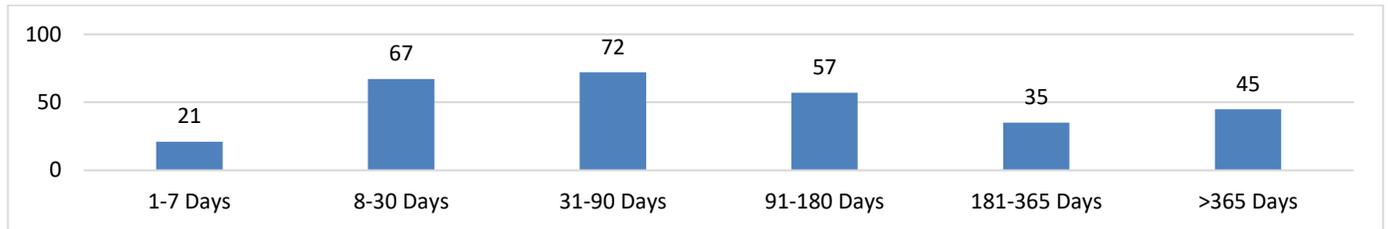
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning August 2023. Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 175 days for the year.

The average length of stay for a successful housing placement is currently 342 days for the year.



Length of Stay for Successful Exits:

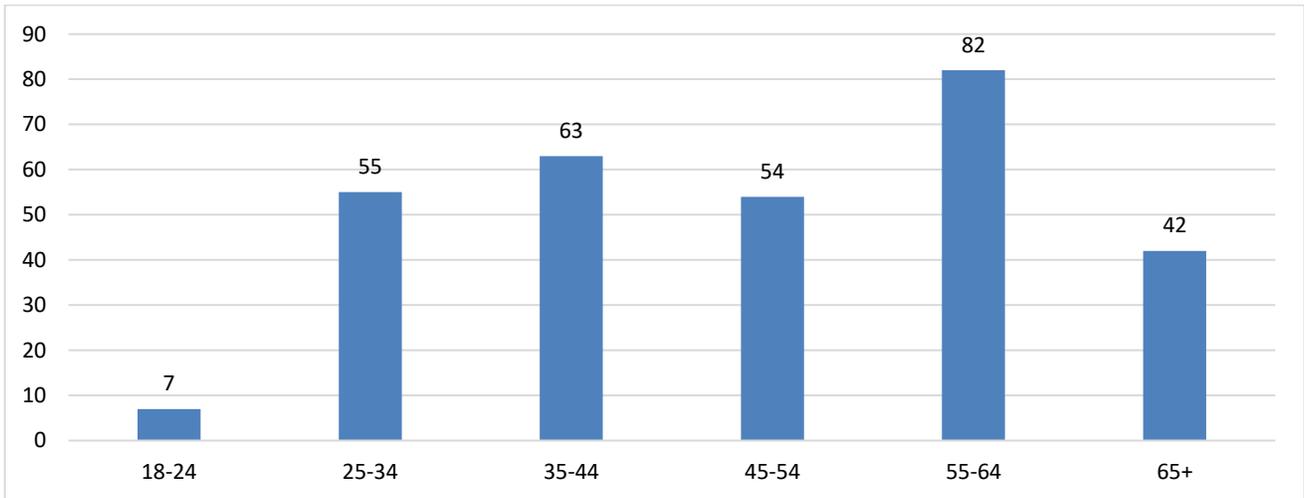
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	0	4	10	63
1 – 2 months in Navigation Center	1	8	14	71
3 – 6 months in Navigation Center	0	9	16	65
7 – 12 months in Navigation Center	0	4	10	50
Over 1 Year in Navigation Center	0	8	18	79

Length of Stay for Unsuccessful Exits:

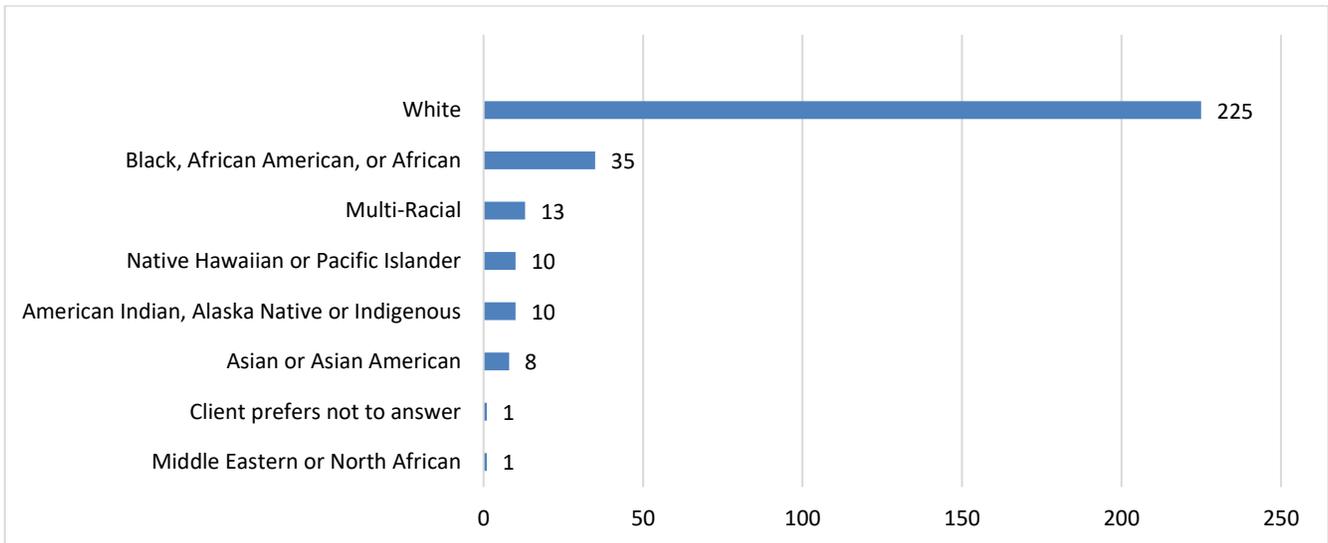
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	15	72	184	777
1 – 2 months in Navigation Center	4	34	78	440
3 – 6 months in Navigation Center	2	24	49	242
7 – 12 months in Navigation Center	2	9	25	90
Over 1 Year in Navigation Center	2	7	21	52

Client Demographics:

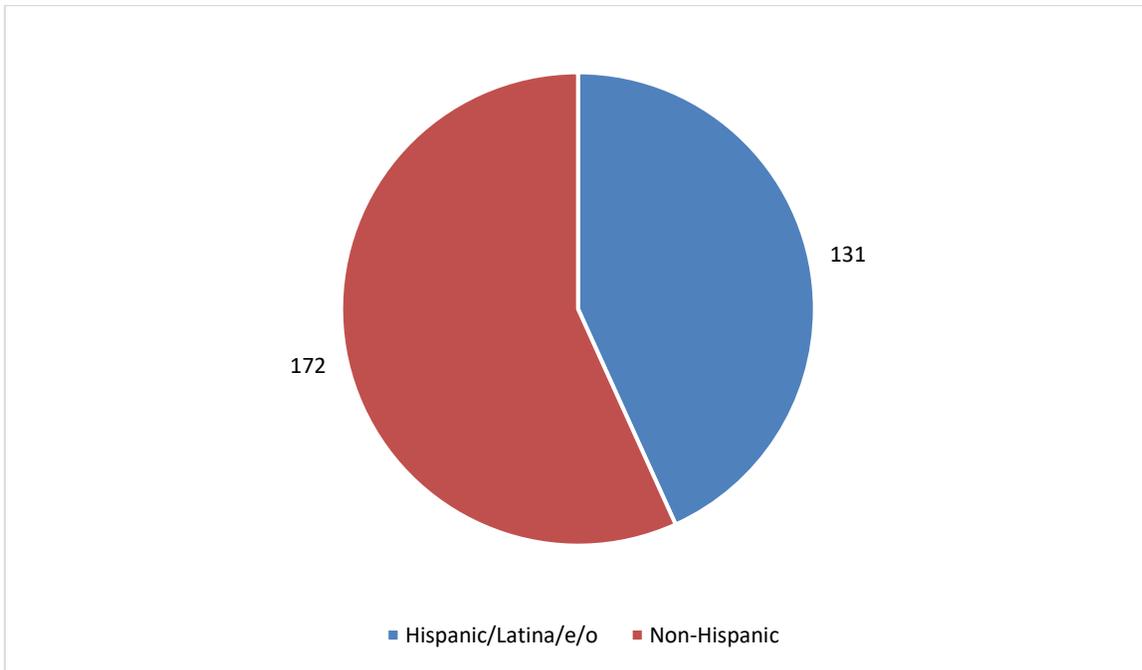
Age



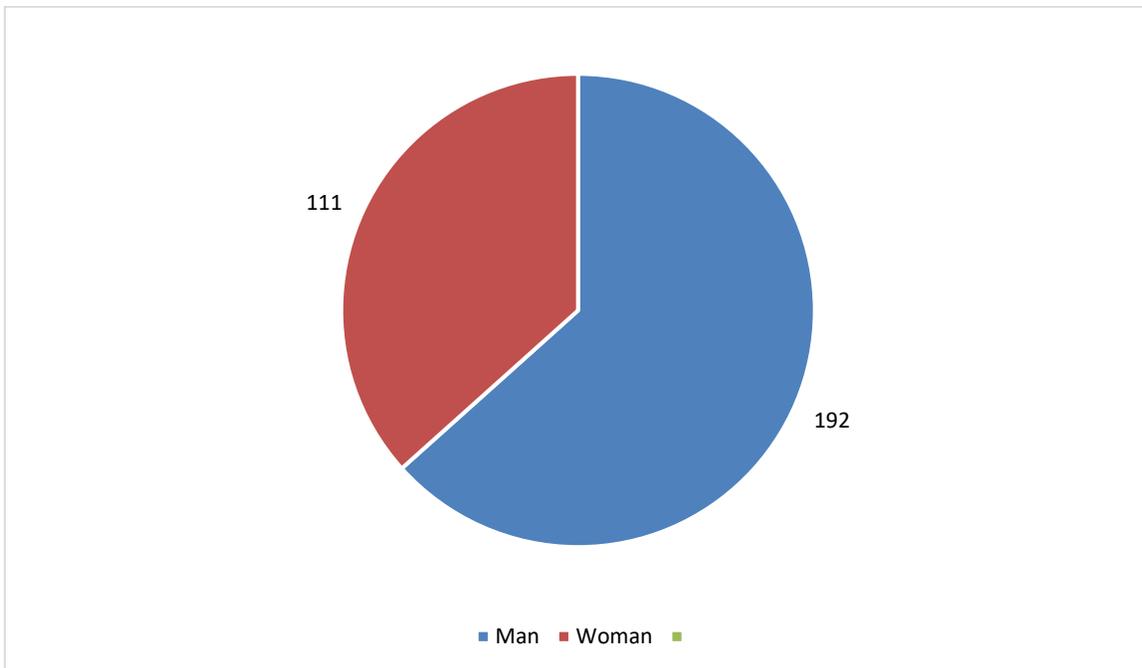
Race



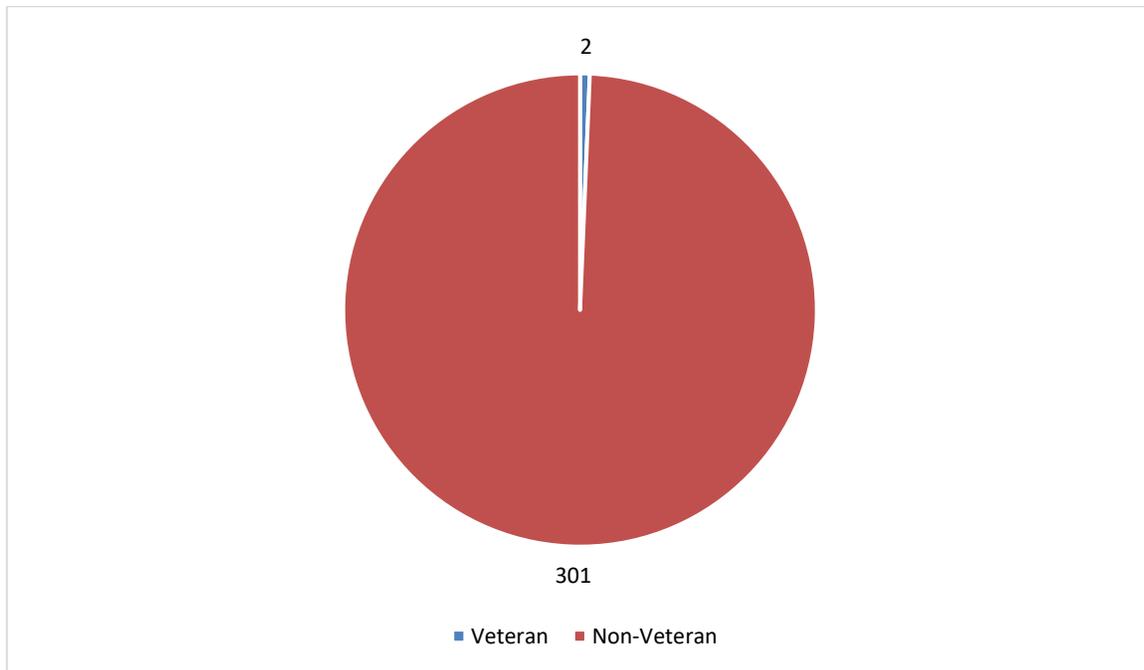
Ethnicity



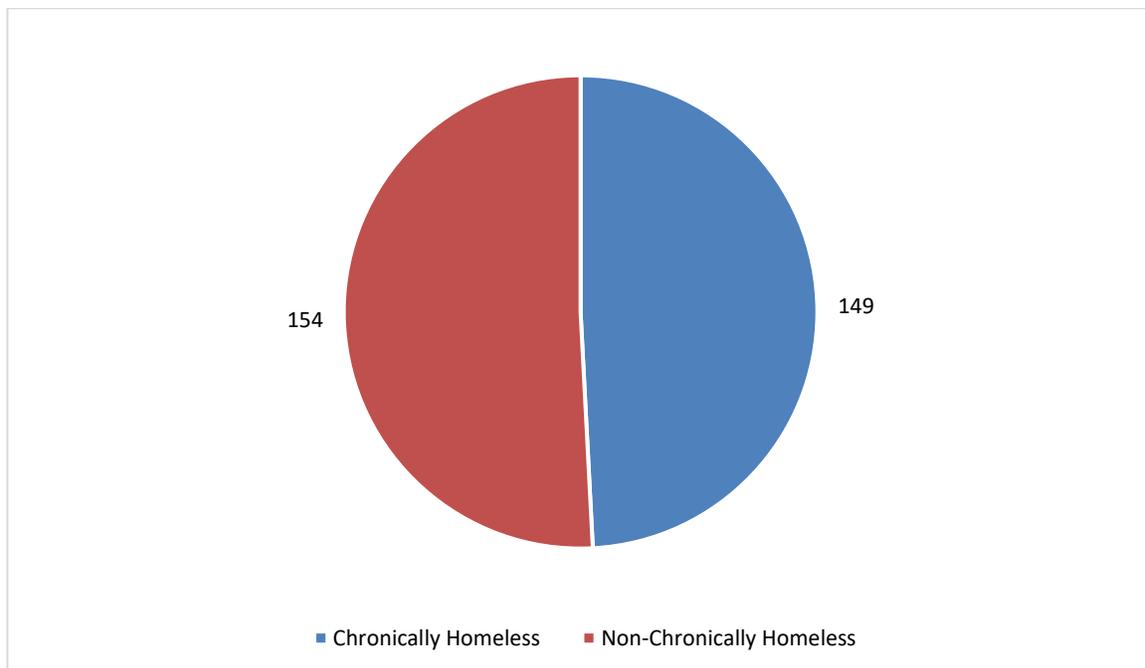
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of November 2025, 1 guest exited to Temporary Housing at a Substance Abuse Treatment Facility.

Community Engagement and Events:

November was an exciting month for Community Engagement at the Buena Park Navigation Center. Several groups visited to help spread Thanksgiving cheer, alongside returning volunteers who continued to support the shelter. We were grateful to receive Thanksgiving food donations from Mercy House Board Member Daryl Cole, who provided turkeys and other items for a holiday dinner. Additionally, a group from La Palma Christian Center visited on another evening, bringing pies and a variety of holiday desserts.

Our regular in-kind donors maintained their generosity throughout the month. Eastside Christian Church continued to supply materials for our three recurring monthly events—Bingo Night, Movie Night, and Vision Board Night—held on consecutive Fridays. We also received another donation from Troy High School, which had previously contributed Welcome Home Baskets for guests securing housing. This month, their drive focused on hygiene items and cleaning supplies.

Volunteers :

- Continued support from regular volunteers
- Mercy House Board Member Daryl Cole's group donated Turkeys to the site
- La Palma Christian Center donated desserts and served guests

Donations:

- Eastside Christian Church continues to sponsor the regular Friday events.
- Anonymous donor donated a Costco gift card for Thanksgiving meal

Health and Safety Update:

BPNC team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tools.

MH staff practices sanitizing high touch surfaces regularly as well as provide masks and hand sanitizers to our guests as needed.

Family Health Matters provides COVID-19 testing weekly to all guest on a consistent basis, all guests are highly encouraged to be tested . During the month of November 2025, there were no (0) guests who tested positive for COVID-19.

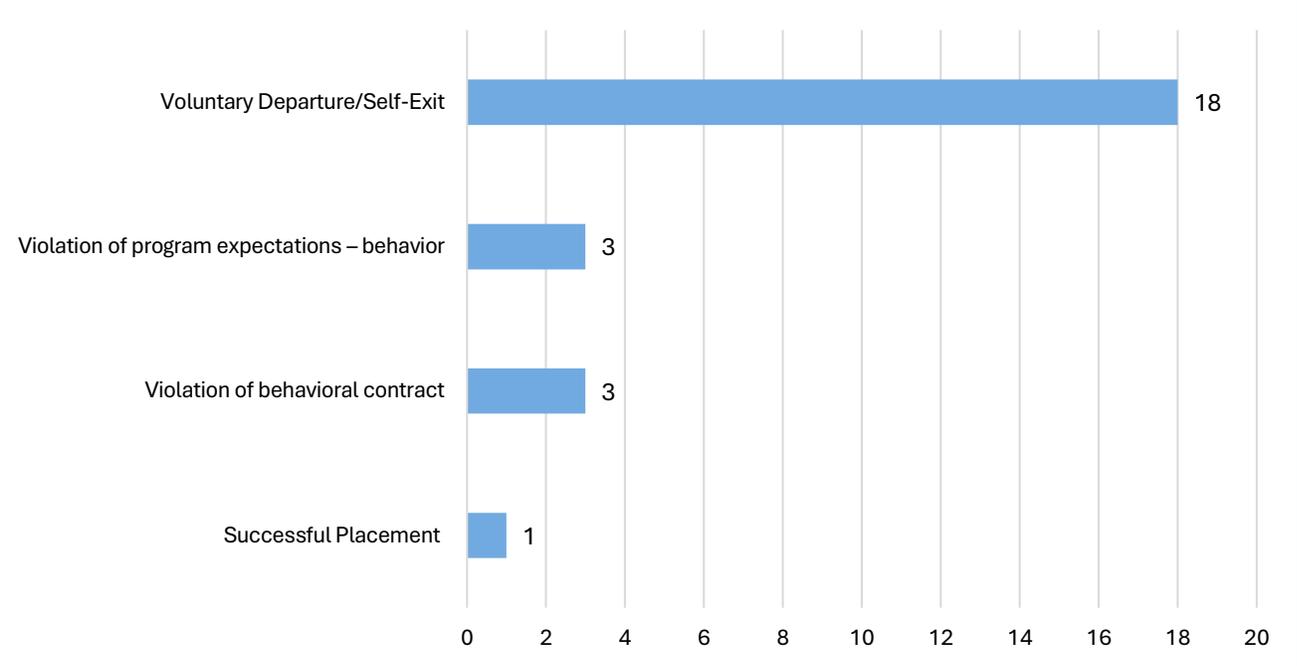
The BPNC Team continues to work closely with the OC Department of Public Health and implements all CDC recommendations.

The following organizations/agencies visited the shelter during the month of November 2025.

- O.C Workforce Solutions
- Loving Paws
- CHIOC Social Services Support
- NeighborWorks O.C Financial Literacy Courses
- Tru Connect
- Free Phone Service
- Social Security Advocacy
- PCP KCS (Korean Community Services)
- Veteran Support
- KCS SUD Program
- Serve the People Vision Clinic
- APAIT HIV Health Screenings
- VOAIA

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 11/1/2025-11/30/2025



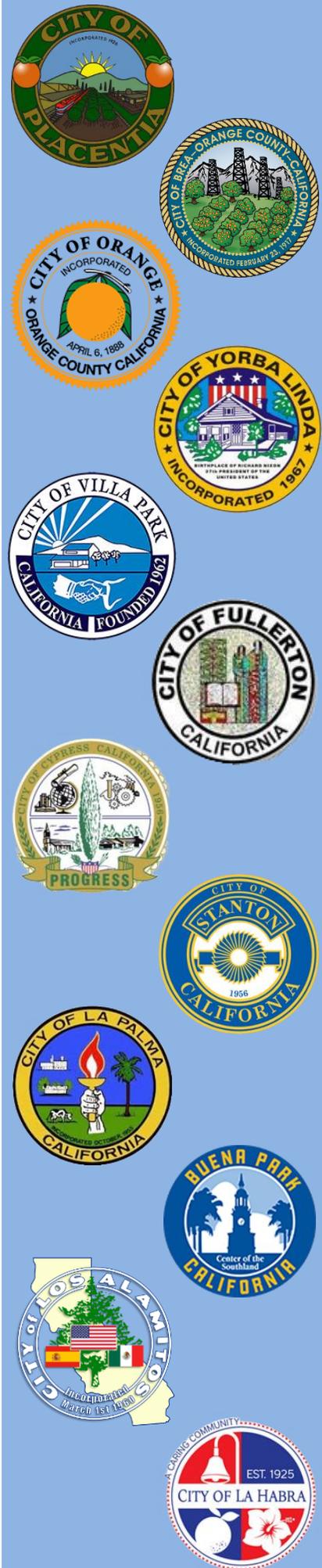
Buena Park Navigation Center

Monthly Report December 2025



Report Contact:
Timothy Huynh, Chief Program Officer
Email: timothyh@mercyhouse.net
Phone: (714) 836-7188 Ext: 132

MERCY  HOUSE



Report Summary

Number's Served:

By the end of December 2025, the shelter has served 324 unduplicated clients, 31 of which enrolled during the month.

To date, 35 shelter recipients have positively exited the program: 28 to permanent housing and 7 to temporary housing as a result of the program.

	Monthly	Year To Date	FY 2024-2025	2020-Present
Individuals Served (unduplicated)	173	324	474	1,384
Individuals Discharged	31	208	421	1,986
Number of Intakes	31	204	434	2,118

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	0	0	35
Brea	0	11	17	67
Buena Park	2	130	248	895
Cypress	1	7	14	57
Fullerton	5	72	92	334
La Habra	4	23	35	117
La Palma	0	2	4	26
Los Alamitos	0	0	0	5
Orange	12	64	106	342
Placentia	1	19	21	64
Stanton	6	20	28	162
Villa Park	0	0	0	0
Yorba Linda	0	2	4	8
Orange County-outside the NSPA	0	0	0	15

Other County in California	0	0	0	0
Outside the State of California	0	0	0	0
Outside the United States	0	0	0	0
Client Refused	0	0	0	2

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
0 – 11 months	8	140	220	884
1 – 2 Years	15	85	125	557
3 – 4 Years	6	41	75	345
5 – 6 Years	1	31	64	229
7 – 8 Years	0	18	24	124
9 – 10 Years	0	11	16	120
11+ Years	1	24	40	249

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	1	26	48	211
Brea	0	8	11	41
Buena Park	2	79	153	575
Cypress	1	6	17	59
Fullerton	5	59	74	265
La Habra	2	19	33	102
La Palma	0	0	0	17
Los Alamitos	0	0	0	5
Orange	7	42	60	201

Placentia	0	10	18	56
Stanton	3	15	21	108
Villa Park	0	0	0	1
Yorba Linda	1	5	4	19
Orange County- outside the NSPA	4	38	53	182
Other County in California	1	23	55	201
Outside the State of California	4	13	17	38
Outside the United States	0	3	4	9
Client Refused*	0	0	1	9

4. Type of setting participant lived in before becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Homeowner	0	10	36	68
Renting	20	178	262	539
Living with Family	9	109	163	339
Living with Friends	0	29	46	91
Mobile Home	0	3	6	11
Foster Home	0	1	2	7
Hotel	0	7	11	17
Incarcerated	0	0	8	21
Hospital	0	0	0	0
Substance Abuse Treatment Facility or Detox Center	1	2	2	6
Other	1	12	32	47

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

5. City participant has lived in most of their lives (Ages 5-18 years old)

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	2	25	41	86
Brea	0	3	4	11
Buena Park	1	43	69	143
Cypress	0	4	6	11
Fullerton	4	29	35	93
La Habra	2	12	23	43
La Palma	0	1	1	2
Los Alamitos	0	1	2	4
Orange	0	27	33	68
Placentia	2	8	11	22
Stanton	0	7	11	17
Villa Park	0	0	1	1
Yorba Linda	1	4	7	12
Orange County- outside the NSPA	2	50	75	144
Other County in California	12	69	122	264
Outside the State of California	2	49	95	184
Outside the United States	3	18	22	30
Client Prefers not to answer	0	1	11	13

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

6. City where participant attended high school:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	5	28	33	88
Brea	0	4	5	9
Buena Park	0	24	38	86
Cypress	0	4	7	17
Fullerton	2	22	44	81
La Habra	2	13	18	39
La Palma	0	3	5	9
Los Alamitos	0	1	3	6
Orange	1	16	24	48
Placentia	1	9	10	23
Stanton	0	2	4	4
Villa Park	0	4	6	10
Yorba Linda	0	1	4	8
Orange County- outside the NSPA	4	61	93	158
Other County in California	13	81	135	283
Outside the State of California	1	47	92	183
Outside the United States	2	23	27	38
Client Prefers not to Answer	1	6	21	28

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023. Prior historical data may not be fully available.

Coordinated Entry System Statistics:

Community Queue: List of clients who have submitted their documents and are waiting to be matched to a housing opportunity.

	Monthly
Number of Active Clients on Community Queue	143
Percent of Active Clients on Community Queue	100%
Number of Active Clients Matched to a Housing Opportunity	9
Percent of Active Clients Matched to a Housing Opportunity	6%

Program Exits:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Positive Exits (Housing, reunification, rehab facility)	3	35	68	332
Negative Exits (Streets, jail, prison)	15	78	152	490
Unknown Exits (Unknown, deceased)	12	95	201	1,173

Destination Detail of Exits:

Benchmark: 30% of clients who exit to known destination will exit to permanent housing.

Progress towards benchmark: 25% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Received Permanent Housing with housing subsidy	0	4	7	33
Received Permanent Housing with no ongoing subsidy	0	14	14	50
Received Permanent Housing with Housing Voucher (tenant or project base)	0	0	7	44
Received Permanent Housing with Rapid Re-housing	0	0	8	26

Permanent Housing with Family or Friends	0	6	7	47
Received Permanent Housing in long-term care facility or nursing home	1	4	3	24
Received Permanent Housing in a Public housing Unit	0	0	0	4
Received Temporary Housing with Family or Friends	1	1	3	38
Received Temporary Housing in Transitional Housing	0	2	4	19
Received Temporary Housing in hotel or motel paid by voucher	1	1	2	15
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	0	1	2
Received Temporary Housing at Hospital or Psychiatric Facility	0	0	8	15
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	0	3	4	15

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Released from program for behavioral issues:	13	70	129	199
Returned to homelessness by choosing to leave Navigation Center:	2	7	19	257
Placed in jail, prison, or juvenile detention facility	0	1	4	19
Unknown location- client choose not disclose information	5	31	29	177
Unknown location- no exit interview was completed	7	64	171	993
Deceased:	0	0	1	3

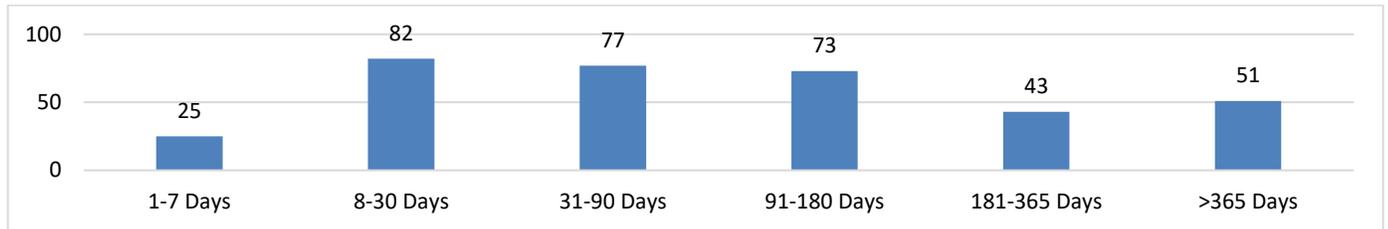
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning August 2023. Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 173 days for the year.

The average length of stay for a successful housing placement is currently 303 days for the year.



Length of Stay for Successful Exits:

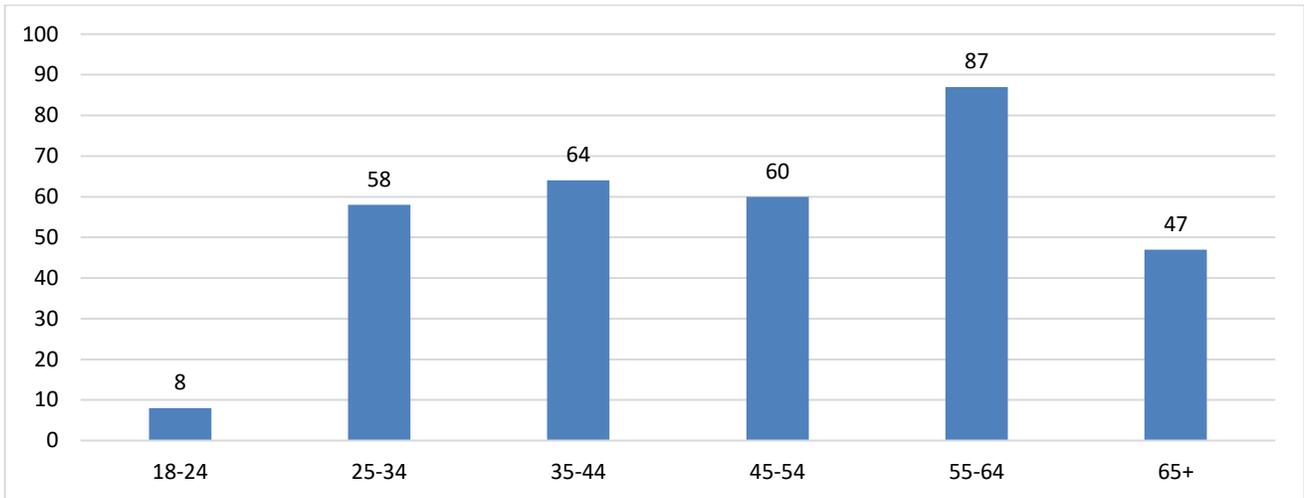
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	1	5	10	64
1 – 2 months in Navigation Center	2	10	14	73
3 – 6 months in Navigation Center	0	9	16	65
7 – 12 months in Navigation Center	0	4	10	50
Over 1 Year in Navigation Center	0	7	18	78

Length of Stay for Unsuccessful Exits:

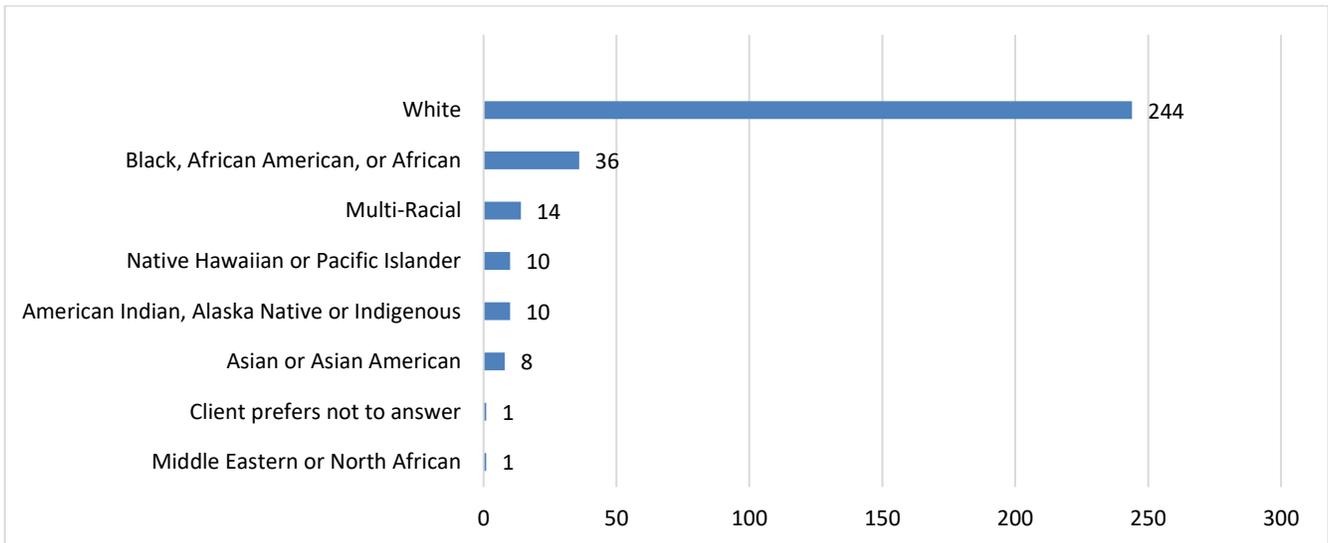
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	2	74	184	779
1 – 2 months in Navigation Center	13	47	78	453
3 – 6 months in Navigation Center	9	33	49	251
7 – 12 months in Navigation Center	3	12	25	93
Over 1 Year in Navigation Center	0	7	21	52

Client Demographics:

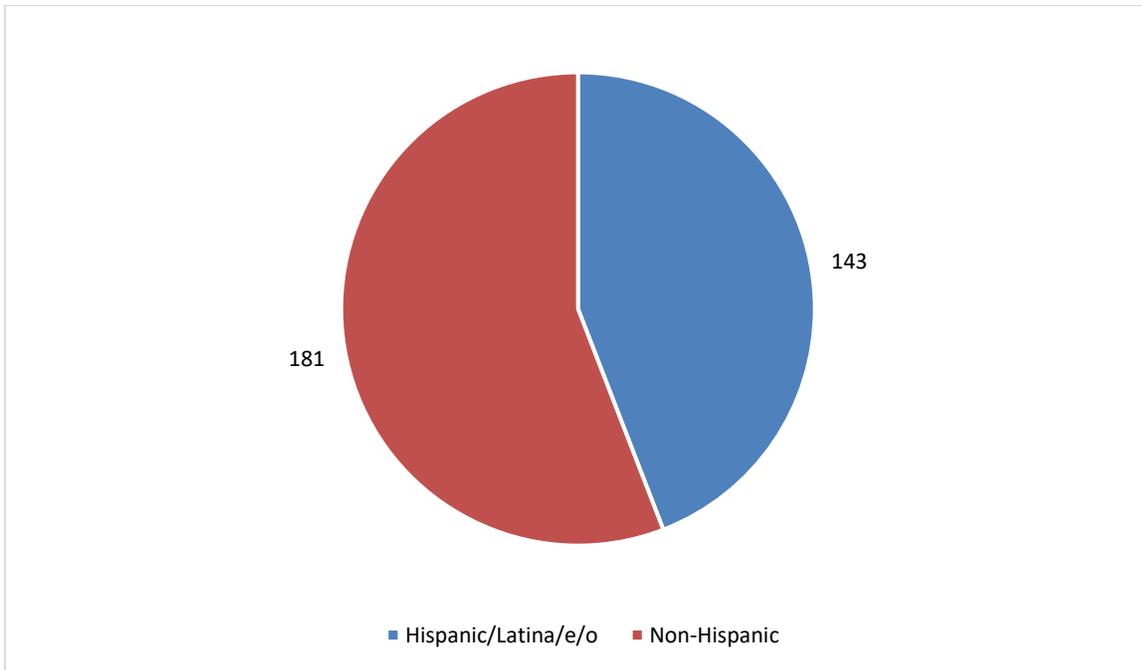
Age



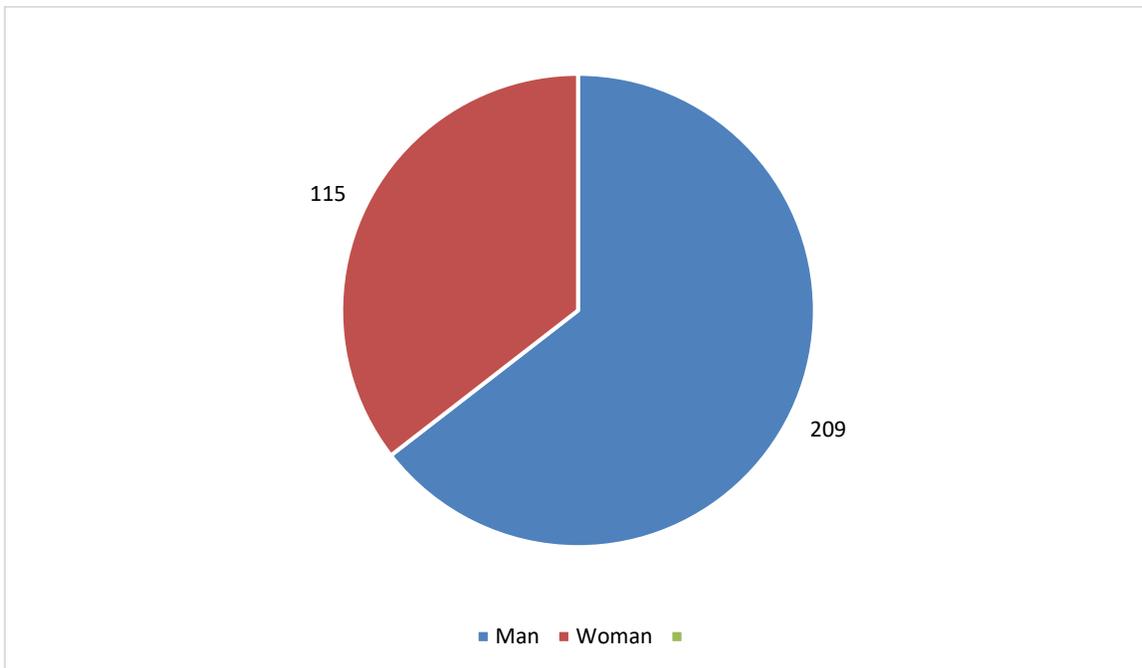
Race



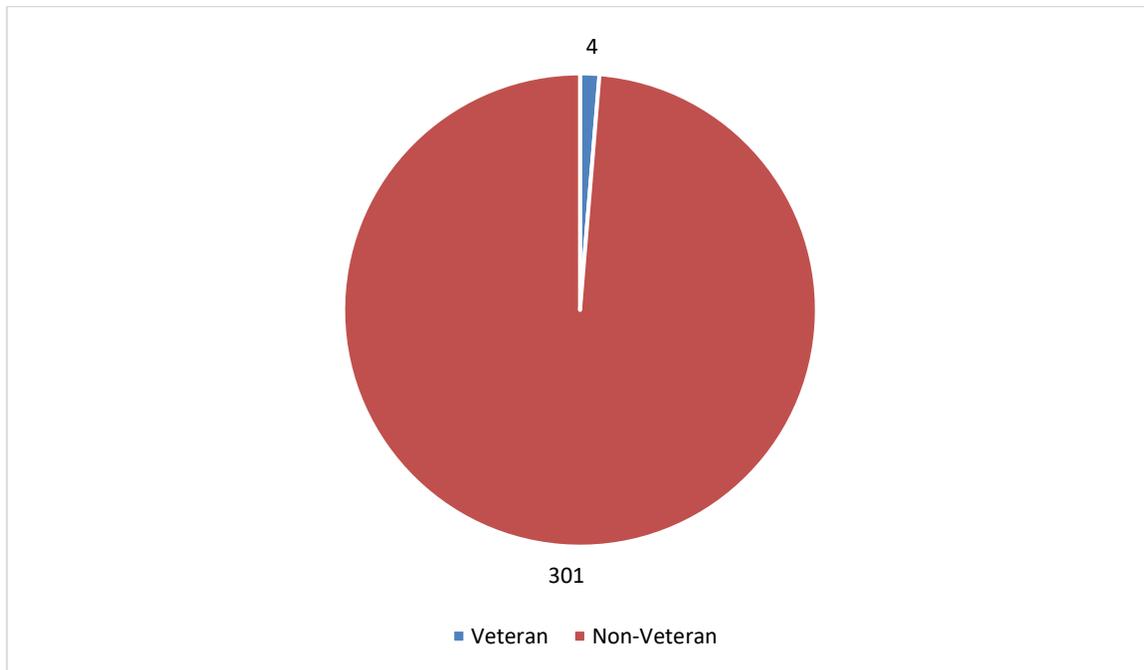
Ethnicity



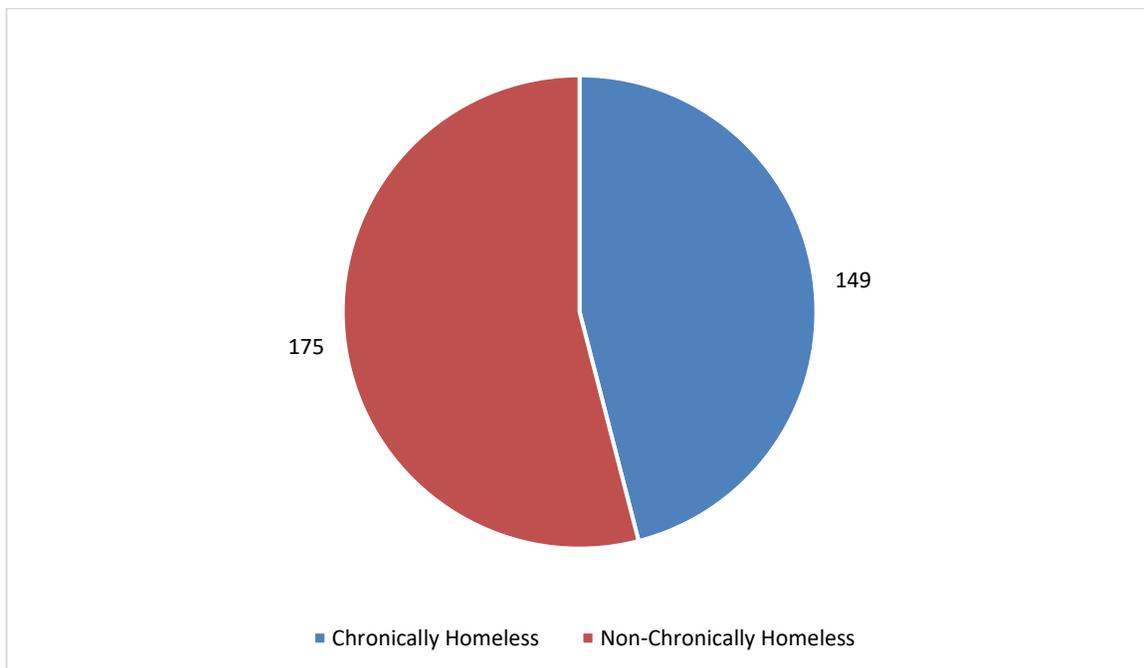
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of December 2025, 1 guest exited to long term nursing care facility and 2 guests exited to Temporary Housing.

Community Engagement and Events:

December saw significantly increased activity from both volunteers and donors at Buena Park Navigation Center. Regarding donations, the shelter received a Christmas dinner donation from La Palma Christian Center (who also volunteered to serve the event). Additionally, three volunteer groups (Green Street Real Estate, Tripointe Homes, and the Santa Ana Ebell Club) put together small gifts for all clients on-site. These included a new pair of socks, a piece of candy, and a handwritten note from someone in the community wishing them a happy holiday. Also, we continued to receive daily lunch/sandwich donations from Grace Community Church in Fullerton. Finally, Eastside Christian Church continued to support the three events that happen monthly at the shelter (movie night, vision board event, bingo night).

Volunteers saw an increase too. In addition to what was already mentioned with the three clubs putting together the gifts and donating them as well as La Palma Christian Center coming by to serve a meal, we received nearly double the regular volunteers as compared to November, as well as a near-doubling of the number of volunteer hours served compared to December 2024.

Volunteers :

- Near-doubled increase of volunteer numbers as compared to November 2025
- Near-doubled increase of volunteer hours as compared to December 2024

Donations:

- Eastside Church continues to support events that regularly happen at BPNC.
- La Palma Christian Center donated a holiday meal
- Three clubs volunteered and donated gifts to all clients at BPNC
- Grace Community Church continues to donate sandwiches to the shelter

Health and Safety Update:

BPNC team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tools.

MH staff practices sanitizing high touch surfaces regularly as well as provide masks and hand sanitizers to our guests as needed.

Family Health Matters provides COVID-19 testing weekly to all guest on a consistent basis, all guests are highly encouraged to be tested . During the month of December 2025, there were no (0) guests who tested positive for COVID-19.

The BPNC Team continues to work closely with the OC Department of Public Health and implements all CDC recommendations.

The following organizations/agencies visited the shelter during the month of December 2025.

- O.C Workforce Solutions
- Loving Paws
- CHIOC Social Services Support
- Tru Connect
- Free Phone Service
- Social Security Advocacy
- PCP KCS (Korean Community Services)
- Veteran Support
- KCS SUD Program
- Serve the People Vision Clinic
- APAIT HIV Health Screenings

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 12/1/2025-12/31/2025

