

**Orange County
Year Round Emergency Shelter
and Multi-Service Center**

**Management, Operations and Public Safety Plan
(PHASE I)**

April 24, 2017

SECTION I. SHELTER ADMINISTRATION

A. Program Description

1. Population Served

Year Round Emergency Shelter Program and Services

Phase I of the Year Round Emergency Shelter Program will serve 100 shelter clients while providing access to a range of programs and supportive services. At this Phase of shelter operations, there will be no Multi-Service Center as it will still be under construction. To ensure that the shelter will meet the needs of the community in serving chronic and vulnerable homeless people, clients will be 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.

Those accessing the Year Round Emergency Shelter Program will include homeless single men and single women.

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

2. Program Description

The Year Round Emergency Shelter Program is designed to provide safe shelter, basic needs, and access to support to move individuals and families out of homelessness and into permanent housing opportunities.

Access to safe shelter

Phase I of the Year Round Emergency Shelter Program will accommodate overnight sleeping for 100 individuals per evening. Access to the Year Round Emergency Shelter Program 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 will be handled through a reservation system. No walk-ins for the Year Round Emergency Shelter Program or services will be permitted.

Mercy House will provide on-site staff to track daily bed inventory and communicate daily bed vacancies with service providers. Additionally, a percentage (5%-10%) of beds will be held each night, with a portion specifically for host city, to prioritize referrals from local police and/or for emergency or special situations.

Length of Stay

There is no set minimum and the maximum length of stay will be consistent with County ordinance of 180 consecutive days. Each client will have an Employment and 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 30 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. Mercy House will maintain a report to account for clients with lengths of stay exceeding 30 days and reasons why with accountability to Advisory Boards.

Sleeping Areas

Beds will consist of single and/or bunk beds. Each client will be assigned a bed and bedding for the length of their stay. Additional cots and mats will be available on site to accommodate overflow issues and/or special needs populations.

Space will be divided to allow for separate sleeping areas for both men and women.

Flexible sleeping space will also be provided for transgendered populations, those dealing with illness or for other special needs populations.

Meals

Breakfast, lunch, dinner and snacks will be provided for all clients in a central dining area. Mercy House will work the community to attempt to secure donated Breakfast, Lunch and Snack Items. Hot Meals will be purchased and delivered to the site in Phase I. These meals will be served to clients of the shelter by both paid staff and volunteers.

Hygiene Facilities

Hygiene facilities will be provided on-site including toilets, showers and laundry facilities. Clients will be encouraged to utilize these facilities as daily resources to them. Toiletries will be provided by Mercy House to clients as needed.

Transportation

No walk-ups will receive shelter access. New clients and returning clients will receive direct transportation to and from the shelter daily. Dates and times for daily pick-ups are outlined in the “Transportation Policies. “ It is recommended that there be up to three (3) designated locations that provide ample geographic range for those seeking shelter services in Orange County as well as take into consideration community impact and safety considerations. Locations will be selected by the host city/police department and/or in collaboration with neighboring police departments. Mercy House will not drop-off/pick-up other than at agreed upon locations.

Security

Mercy House will follow policies and procedures that promote utmost safety for clients, staff, volunteers, and the community and will strive to provide an atmosphere that promotes community, stays alert for signs of conflict, and confronts behaviors before they escalate. The security plan will include a multi-faceted approach involving screening for sex offenders and felons with open warrants,

secured entrances, security searches upon entrance, confiscation of harmful contraband, trained security personnel providing around-the-clock indoor and outdoor coverage, security cameras and lighting. Other program elements that will support security efforts include no walk ups and no loitering policies.

Storage

All clients will have access to personal storage space. Each client bed will have a small storage locker or bin for personal valuables. A limited number of outdoor storage bins will be available to clients through a reservation process. Additionally, a refrigerated storage area will be available to clients with medication needs.

Employment and Housing Navigation Services

Upon entering the shelter, each client will be assigned to an Employment and Housing Navigator. The primary function of the Employment and 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 Employment and Housing Navigator is to provide resources and support to the client during their stay. The Employment and Housing Navigator will ensure that all clients are entered into the Coordinated Entry System, as the first line of housing engagement.

Together the Employment and Housing Navigator and the client will complete a Housing Plan, which will guide their efforts toward securing permanent housing opportunities. Meeting weekly, the Employment and Housing Navigator will document the client's progress towards actions outlined in the Housing Plan.

Daytime Program Activities

As a 24-hour Year Round Emergency Shelter Program, staff will encourage 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:

- Access to day-time service providers
- Life skills classes and workshops
- Indoor and outdoor recreational activities

3. Services Provided

While the completed Year Round Emergency Shelter Program should incorporate an extended combination of basic needs services as well as supportive services aimed at creating pathways into housing, Phase I of this program will offer less of these services only because of current construction.

The Phase I Year Round Emergency Shelter should include at a minimum the following baseline services (in ranked priority):

	SERVICE PROVIDED	PROVIDED BY
1	Intake/Assessment/Case Management/Housing Navigation	Mercy House
2	Crisis Evaluation	Mental Health in collaboration w/HCABHS
3	On Site Centralized Intake	Mercy House
4	Beds on Site	Mercy House
5	Transportation Services and Assistance	Mercy House in collaboration with transportation vendor
6	Security	Mercy House in collaboration with 3 rd party security vendor
7	Meals/Food	Mercy House in collaboration with food preparation vendor
8	Parking	Mercy House
9	Homeless Prevention/Diversion Assistance	Service Partner
10	Drug and Alcohol Treatment Referrals	Service Partner
11	Commissary/Dining Hall	Mercy House
12	211 (off site)	Service Partner
13	Employment/Job placement Referrals	Service Partner
14	Laundry	Mercy House
15	Storage (on/off)	Mercy House
16	Resource Information and Referral services (on/off site)	Mercy House in collaboration with Service Partners

4. Coordinated Entry System Integration

The Year Round Emergency Shelter Program will serve as a designated “Entry Point” of the Coordinated Entry System. Mercy House will include in its staffing plan designated staff to conduct Diversion screening and prevent those with other resources from entering the homeless shelter system. Additional staff will be trained to complete on-site VI-SPDAT assessments. Employment and Housing Navigators will also assist Year Round Emergency Shelter Program clients obtain the necessary documentation to move forward in their housing connection process, once matched to permanent housing opportunities by the Coordinated Entry Module.

5. Target Goals/Expected Outcomes

The target goals and expected outcomes for the Year Round Emergency Shelter Program will adhere to guidelines and expectations set forth by the U.S. Department of Housing and Urban Development’s HEARTH Act as well as the Orange County Ten Year Plan to End Homelessness.

The Year Round Emergency Shelter Program should not be regarded as a singular program but should provide support to the entire Orange County Continuum of Care (CoC) 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 should 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?

b. Overall Reduction in Number of Persons Who Experience Homelessness -

Are overall rates of homelessness declining? Is street homelessness declining? Is chronic homelessness declining?

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.

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?

e. Reduction in Recidivism (subsequent return to homelessness)

Are repeat occurrences of homelessness avoided or declining?

Mercy House will work in cooperation with the Orange County Commission to End Homelessness and the Emergency/Transitional Shelter Implementation Group to set community benchmarks and multi-year goals to measure successful program implementation for the Year Round Shelter.

6. Program Layout

The following square footage is estimated for the conceptual design of a Phase I Year Round Emergency Shelter:

- ❖ Shelter Living Area: 6,190 ft²
- ❖ Dining/Commons/Overflow Area: Included within living areas
- ❖ Security Offices/Stations: Included within living areas
- ❖ Site Administration and Operations Offices: Included within living areas
- ❖ Intake and Entry Areas: Included within living areas
- ❖ Restroom and Shower Areas: TBA (on-site Modular)
- ❖ Laundry Facilities: TBA (on-site)

In addition, the conceptual site would also feature the following:

- ❖ Outdoor Facilities/Areas

- Client Storage Facility: Outdoor Conex Containers
- Bike Rack Area: TBA
- Outdoor Commons: TBA

B. Admission Criteria and Procedures

1. Client Rules and Guidelines

A prospective client must be willing to participate in all aspects of their care, follow Year Round Emergency Shelter rules and maintain appropriate behavior with consideration for other clients of the shelter. All clients must review and sign a copy of the "Shelter Rules" document prior to entry. Intake staff will assist any clients who may have difficulty understanding or reviewing the rules.

2. Identification Requirements

A form of official identification is required to verify identity; however, a client will not be denied access to shelter services without one. Employment and Housing Navigators will assist clients in obtaining a California ID, providing each client with a no-cost ID voucher.

Additionally, all Year Round Emergency Shelter Program clients will 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, fingerprints, 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 felons with open warrants will be allowed to access the shelter property. Mercy House will work cooperatively with the local police department and will utilize <http://ws.ocsd.org/ArrestWarrants> to screen clients for open warrants.

4. Bed Reservation System

The County of Orange Kraemer Place Homeless Shelter, operated by Mercy House, provides emergency beds for literally homeless men and women with priority for those living in the North Orange County area. All reservations are secured through North Orange County outreach and engagement agencies who will receive notification when beds become available. Once a referral is received and pre-screened clients are given a time and directions to one of several pick-up locations. A shuttle will pick them up and transport them to the shelter.

Mercy House is required to manage and update daily, a designated system for capturing bed inventory, reservations and vacancies. 5-10% of shelter beds will be held each night to allow for referrals from local police department and other emergency and/or qualified situations.

Based on space availability in Phase I, bed vacancies may be disseminated to Coordinated Entry or other referral partners.

5. New Clients

New clients will be screened using the phone intake system and provided a reservation number, shuttle pick up time and location.

Beds will be assigned based on availability and eligibility results. As instructed, new clients should arrive at the designated shuttle pick up location, or at the shelter through their own transportation (with prior shelter approval), by 4:00 PM each night. Those who do not arrive at the designated time without communicating previous arrangements will forfeit their bed for the night.

Those who did not receive a bed during 1st bed assignments may meet the 2ND 7:00 PM shuttle at the designated location to inquire about availability and register for any unclaimed beds. Arriving at the later pickup time does not guarantee a space will be available or that the potential client will be eligible for services.

A security guard will be assigned to each shuttle pick up location with a list of eligible new clients, which have been prescreened for sex offender or active felony warrants. The shuttle will transport clients directly to the Year Round Emergency Shelter Program site.

Clients will not be allowed to loiter in the neighborhood surrounding the Year Round Emergency Shelter Program facility or the bus and/or shuttle pick up locations at any time. There will be strict enforcement of shelter client contract rules which could result in permanent exit from the facility if not followed. Drop-off/pick-up locations 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. Mercy House will conduct random daily checks of 1 mile diameter to shelter and drop-off/pick-up locations to enforce shelter rules and avoid loitering and homeless congregations. Upon arrival, clients will go through a security screening process and work with an Intake and Admissions Coordinator to be informed of rules and regulations of the Year Round Emergency Shelter Program, complete necessary intake paperwork and obtain a shelter ID card.

6. Day Leave and Returning Clients

Two morning shuttles will be available to clients who have a desire to leave the facility during the day for employment or personal appointments.

Clients who leave the program during the day may return via the 4:00 PM shuttle to ensure that their beds remain claimed. Those using the later, 7:00 PM shuttle will inform their Employment and Housing Navigator or shelter bed reservation staff member to ensure their bed reservation is saved.

Clients arriving later than 7:00 PM for special circumstances such as employment or discharge from the hospital, must communicate with their Employment and Housing Navigator their anticipated arrival time. No client will be allowed into the shelter after 10:00 PM unless for valid reasons approved by their Employment and Housing Navigator and/or the shelter bed reservation staff member. Failure to

communicate this could result in forfeiture of their bed reservation and subject to “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.

7. Hours of Operation

The Year Round Emergency Shelter Program 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.

5:00 AM	Early Wake Up Call
5:00 AM-8:00 AM	Breakfast served
6:00 AM	First shuttle for morning drop-offs
7:00 AM	Second Wake Up Call
8:00 AM-10:00 PM	Commons Area Open
10:00 AM	Second (final) shuttle for morning drop-offs
11:00 AM-1:00 PM	Lunch served
3:00 PM-4:00 PM	Snack served
4:00 PM	First shuttle for evening pick- ups
6:00 PM-9:00 PM	Dinner served
7:00 PM	Second shuttle for evening pick- ups
10:00 PM	Lights Out in Sleeping Area

C. Overflow Management

1. Coordinated Service Delivery Plan

It is anticipated that in the early stages of operation for the Year Round Emergency Shelter Program need and demand will outweigh the capacity of the 100 bed Year Round Emergency Shelter Program. Therefore, it is imperative that a Coordinated Service Delivery Plan be implemented that includes coordination of the following diversion and redirection strategies:

a. Homeless Diversion -

Mercy House will include homeless diversion screening at intake to ensure that those with alternative resources will not be accessing the homeless system. Mercy House will either provide direct referrals or partner with an agency that can offer successful diversion assistance.

b. Coordination with Transitional and Bridge Housing providers -

Mercy House will work with service providers to locate Transitional and/or Bridge Housing vacancies. This form of housing will 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 Year Round Emergency Shelter Program bed turnover rate as clients are successfully matched to alternate housing opportunities.

c. Coordination with other Year Round Emergency Shelter Program providers -

Mercy House will partner with other emergency shelter program providers 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 will ensure that the 100-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 a “no walk-up” policy.

D. Exit and Re-Admission**1. Exit and Readmission Policies**

Clients will be 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.

When a client exits of their own volition or is exited for shelter violations, the client may contact the admission hotline to screen for readmission eligibility after the time designated by staff (on average after 30 days).

Length of exit for safety violations will depend on the severity of the infraction.

Mercy House staff shall be balanced in their approach to program exits and readmission policies as it pertains to rules violations and infractions. Such policies should include considerations to maintain a safe and effective facility, safety for clients, volunteers, staff and the surrounding neighborhood as well as demonstrate compassion toward homeless individuals who face increasingly vulnerable situations if forced to exit from a shelter situation to places not suitable for human habitation.

It is recommended that Infractions will be subdivided in a Multi-Tiered System based on the perceived impact of the infraction. Consequences for each tier level should be fitting and just for the level of the infraction and its perceived impact on the wellbeing of stakeholders.

As an example, a Tier 1 level may include “Basic Program Guideline Infractions” such as smoking in the bathrooms, not leaving sleeping area on time in the morning, cutting in line, etc. Tier 2 may include

“Moderate Infractions” such as possessing marijuana or alcohol on site, client fighting (minor scuffles), disrespect toward volunteers, etc.

For disobedience of rules in Tier 1 or Tier 2 there will be increasing enforcement actions including verbal warnings and write-ups. After a compounded number of infractions in these tier levels, a client may be asked to leave and staff will determine and give them the designated time line for which they can be readmitted.

Infractions at the Tier 3 level would be are “Major Infractions” that include illegal drug use or possession, violent attacks/fights, possession of weapons, etc. Mercy House 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 “Health Polices”. These behaviors, when substantiated, are punishable by immediate expulsion upon first offense and a minimum of 30 days expulsion prior to readmission.

Clients who use the facility, programs, and services in violation of a specific rule will be obliged to adhere to those consequences. The consequences may also be subject to intervention by law enforcement, and if necessary, prosecution up to the limit of the law.

2. Exit Procedures

When a client is asked to exit due to disobedience of rules, violence, or criminal activity, security will escort the person off the property and those exited will be transported to a self-directed location out of the surrounding area.

E. Employment and Housing Navigator Services Policy

Shortly upon time of admission into the shelter, each client will be assigned to an Employment and Housing Navigator. The primary function of the Employment and 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 Employment and Housing Navigator is to provide resources and support to the client during their stay.

The Employment and Housing Navigator will ensure that all clients have a complete assessment and are entered into the Coordinated Entry system, as the first line of housing engagement. Employment and Housing Navigators will assist Year Round Emergency Shelter Program clients in obtaining the necessary documentation to move forward in their housing connection process, once matched to permanent housing opportunities by the Coordinated Entry Module.

Together the Employment and Housing Navigator and the client will complete a Housing Plan which will guide their efforts toward securing permanent housing opportunities. Meeting weekly, the Employment and Housing Navigator will document the client's progress towards actions outlined in the Housing Plan. Additionally, Employment and Housing Navigators will work with clients to provide any community referrals as necessary.

1. Documentation of Employment and Housing Navigation Services and Data Security Policies

Employment and Housing Navigators will keep case notes in both hard copy paper files and in the HMIS database to track every client's progress and participation in the Year Round Emergency Shelter Program. These files are also used to track the resources and referrals given, support rendered, and any infractions the client may accrue. Outcomes are recorded at exit and throughout participation in the program.

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

Mercy House will use HMIS as its primary database and ensure that every client completes and signs an Orange County HMIS Client Consent Form upon entry into the program. Intake Specialists and Housing and Employment Navigators will ensure collection of all HUD Data standards as required by the HMIS system.

Mercy House will have a policy restricting computer access records and client information to authorized staff. All database and HMIS access will require passwords by authorized users.

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

F. Daytime Program Policies

Clients that are participating in the Year Round Emergency Shelter Program may, but are not required to, leave the facility during the day. Mercy House will make every good-faith effort to encourage all clients to stay on-site during the day and to take advantage of the on-site services provided to them during the daytime.

Two morning shuttle times will be available to clients who desire to leave the facility for work or personal appointments, one at 6:00AM and one at 10:00AM.

If not utilizing the morning transportation services, clients are encouraged to stay at the facility. Clients will have access to daytime services through partner organizations and will be able to meet with their assigned Employment and Housing Navigator on a weekly basis. They will also have access to activities provided by shelter staff and volunteer organizations. Clients are welcome to use the facility's recreational areas, and designated outdoor spaces.

G. Supportive Services Program Policies

1. Lead Agency Protocols

The role Mercy House is to recruit and manage a group of partner agencies specialized in providing an array of supportive services beneficial to Year Round Emergency Shelter Program clients.

Mercy House will ensure that the Emergency Shelter has flexible hours to allow clients to come before or after work, or alternatively, on the weekends

Mercy House will also engage participation in and facilitate quarterly meetings of the Service Partner Advisory Board.

2. Requirements for Service Provider Partners

All service providers who desire to offer direct services at the Emergency Shelter will complete an interest application and will be required to enter into a formal Memorandum of Understanding (MOU) with Mercy House to participate.

Responsibilities of the Service Provider Partners will 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;
- Agree to share service output and outcome information
- Communicate Service Providers reservation conflicts with Mercy House staff and management;
- Respect, maintain and keep clean Service Providers meeting Area
- Respect and cooperate with Mercy House staff, other service providers and clients ;
- Participate in quarterly Service Partner Advisory Board meetings and provide input to the improvement of the Year Round Emergency Shelter Program.

H. Good Neighbor Policy - Community Coordination and Communication

1. Communication and Coordination with Neighborhood, Businesses and Public

Mercy House is committed to communication with neighbors on an ongoing basis. As part of this commitment, prior to commencement of any services at the Year Round Emergency Shelter Program, Mercy House will facilitate a number of Community Forums, as needed. These Community Forums will provide opportunities to answer any questions members of the surrounding community might have on the operation of the Year Round Emergency Shelter Program. Mercy House will provide information to the public including operational design plans, estimated date to begin and complete construction efforts on the project and when services will begin.

A public inquiry phone number and contact information will also be posted. Community stakeholders may call this number for information about the site or to have any questions answered. The phone number will be retained as a resource for community members while the shelter is up and operational. All community complaints and/or inquiries about the Year Round Emergency Shelter Program will be recorded and forwarded to the appropriate staff for prompt (60 minutes) investigation. Mercy House will be fully committed to an appropriate customer service response and will consider the resolution of community complaints a high priority.

Mercy House will also create and maintain a program website that will include important information for community stakeholders and clients alike. The website will include a "Frequently Asked Questions" section which will help to provide instant answers to community concerns. Additionally, the website will

include a digital copy of Mercy House’s full “Good Neighbor Policy” and “Management and Operational Plan” to be made accessible to the public.

Visits by members of the community and tours of the facility will be available by scheduling an appointment with Mercy House Staff.

Mercy House will have program brochures available on-site as well as disseminate these resources to groups throughout the community. Information on the brochures will highlight the various services at the facility as well as criteria for admission and eligibility. Volunteer, in-kind and donation opportunities will also be listed for those who wish to support the program.

Mercy House will create a set of media guidelines and appoint a Public Relations team to handle all media requests. The Public Relations team will be 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

Mercy House 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 Mercy House is to be as self-sufficient 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 array of difficult situations that may occur at shelter.

Mercy House will provide an array of services and support that will be beneficial to local police and fire departments. During Phase I, these services include, but will not be limited, to:

- Security Officers stationed both on-site and at shuttle locations
- Designated beds reserved each night for law enforcement referrals (including percentage set-aside for the host city)
- Staff Neighbor Patrol 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 to connect homeless individuals with housing opportunities
- Statistical reports on number of clients served, length of stay and/or demographic information

Additionally, the Operator will meet with local law enforcement from the host city and surrounding police departments. Initially, it is suggested to meet once a month when shelter opens. Law enforcement will have the ability to bring forward operator non-performance directly to the County.

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

Operation of the Year Round Emergency Shelter Program will be for the public good and to move the homeless Continuum of Care system, as a whole, forward. As such successful implementation of the

Year Round Emergency Shelter Program will require the partnership of various stakeholders including the City, County and other Service Providers.

Mercy House is committed to working cooperatively with numerous other service providers, community, and government organizations to serve the needs of the homeless population in Orange County.

In order to effectively manage and operate a robust Multi-Service Center when construction is complete, one that provides an array of services for the shelter clients, Mercy House must demonstrate a strong history of collaboration and willingness to engage other service providers.

Additionally, Mercy House will be responsive to and provide support to the County Board of Supervisors and the City Council Members as needed, in relation to the outcomes and operation of the program.

4. Policies for Community Involvement

Mercy House will be committed to active participation in city and county-wide community events. To the extent that reasonable and feasible representatives of Mercy House will attend meetings of the local Neighborhood Association(s) and local Chamber of Commerce(s) when invited, and communicate with neighborhood and business participants.

Additionally, Mercy House may sponsor special events, such as community resource fairs, which will include the community and the neighborhood on various occasions.

5. Policies for Neighborhood Patrol

A Mercy House staff led Neighborhood Patrol will assemble daily to patrol a ½ -mile around the shelter perimeter. The role of this patrol group is to collect litter, promote cleanliness, engage with neighbors, and enhance safety and cleanliness of the immediate vicinity.

Additionally, they will prevent and control issues of loitering, unauthorized parking of client vehicles in the neighborhood, abandoned property, shopping carts and other blight. A log will be kept of the weekly patrols. The following actions will be completed by the Neighborhood Patrol:

- Litter and trash items on and immediately adjacent to the facility will be removed from the area and properly disposed of
- Clients found loitering will be 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
- Mercy House will contact city designated shopping cart retrieval program to collect all shopping carts found that do not contain items of personal property
- Mercy House will follow city codes for removing personal property found in surrounding area
- Mercy House will work with law enforcement to have staff conduct outreach and engagement activities to homeless in surrounding community such as parks, river bottoms, etc

I. Shelter Advisory Boards

Shelter Advisory Boards will be established and maintained to provide review of the operations of the Year Round Emergency Shelter Program, 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 the Year Round Emergency Shelter Program.

1. Composition of Boards

The Shelter Advisory Boards will be three distinct Boards representing different stakeholders and interests. The composition of these three boards will include:

Community Advisory Board

- Representative(s) appointed by the Orange County Board of Supervisors
- Representative(s) appointed by the local City Council
- Representative(s) appointed by the local Chief of Police
- Representative(s) appointed by the local Neighborhood Association (if applicable)
- Representative(s) appointed from the local business association or Chamber of Commerce
- Representative(s) appointed by the local school district
- Representative(s) appointed by the Commission to End Homelessness

Client Advisory Board (no membership limits)

- Open invitation to current shelter clients and graduates

Service Partner Advisory Board (no membership limits)

- Open invitation to all Year-Round Shelter Service Provider partners

2. Meeting Schedule

All three Shelter Advisory Boards will meet quarterly (at minimum).

Ad Hoc meetings as necessary—a way for any member to agendaize issue or rules to be able to call a special meeting.

3. Accountability and Grievance Process and Policies

In addition to providing input to the operation of the Year Round Emergency Shelter Program, the Shelter Advisory Boards are also tasked with the on-going review of the Mercy House's ability to effectively administer its Operational Plan and Good Neighbor Policies. In the event that a Shelter Advisory Board finds concerns over the Mercy House's implementation of the program, the following processes and policies will be enacted to allow the Mercy House to make corrective actions toward such grievances:

- 1) Once a grievance has been filed, Mercy House and Advisory Board will create, at the meeting in which the grievance is filed, an action-plan to resolve the issues by the next regularly scheduled Advisory Board 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 Mercy House 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 Mercy House has not demonstrated or provided evidence of following the course of actions outlined in the plan, a formal complaint will be sent to the County for investigation and possible termination of the contract with Mercy House. The County shall have a plan for operation of the shelter if Mercy House is terminated by the County, 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 Board of Supervisors.

Additionally, law enforcement will have the ability to bring forward operator non-performance directly to the County.

J. Safety Policies

1. Facility Maintenance

Mercy House will keep a schedule for regular facility maintenance and cleaning. Mercy House will contract with a janitorial service to provide daily cleaning services for all areas utilized by clients and weekly for office space.

Shelter Staff will rotate regular maintenance duties and inspections for minor repairs and replacements. Maintenance and cleaning forms are used to track completion of each task and reviewed monthly. Mercy House will be responsible for staff training and performance in these duties.

The outside grounds will be 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 will be reported to Program Manager for removal within 24 hours.

Any need for repairs will be reported promptly by staff to the Program Manager. Minor repairs may be completed by staff as trained. Major repairs are reported to the Program Manager of the Shelter. Difficult repairs will be sent out to an approved list of vendors for bids, approval, and completion.

Mercy House will be committed to maintaining a pest free environment throughout the premises. As such, no food will be allowed in the sleeping areas of the facility. Trash bags will be emptied daily in all areas. Inspection of client spaces and lockers will be conducted for any items that would attract pests. All staff will receive appropriate training for the identification of common pests as well as prevention

and control measures. A Pest Control company will be contracted by Mercy House and will come regularly to spray for bugs, check for infestation of pests, and perform other pest prevention or extermination treatments that will be seen on their visits or reported by staff.

2. Fire and Earthquake Safety

Evacuation Plan for Ambulatory and Non-Ambulatory Residents

Shelter staff will be trained in protecting the safety of everyone in the facility. Staff will respond quickly and safely when an emergency, incident, or natural disaster occurs. Evacuation Routes and Exits will be posted in each major area of facility. An evacuation point outside will be designated.

In case of the need for evacuation, the present site leader during the emergency will notify all staff and clients to evacuate, call 911, and direct evacuation plan. Staff will be assigned to oversee the evacuation of clients in each work area. Staff will check client areas, assigns assistance to non-ambulatory and disabled persons, and leads 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, 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 is not 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 staff keys.
- Staff will contact the Program Manager or his/her delegate as soon as possible, if not on site.
- Staff will report incident and procedure in Incident Report and staff shift notes as directed in shelter policy.
- Staff will report incident and procedure to the local fire authority, in accordance with kept Fire Watch Guidelines.

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."

3. Fire Prevention Procedures

The Year Round Emergency Shelter Program will be approved by the Fire Department for all fire codes, sprinklers, alarms, and exits prior to service implementation. Emergency lighting will be installed both inside the facility and outside on the grounds for safety and in compliance with all codes.

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

4. Fire Drills and Documentation

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

5. Fire Inspections and Extinguishers

The most recent annual fire inspection will be posted in a designated area of the Year Round Emergency Shelter Program facility and will be included in the Shelter Management files. Fire extinguishers will be hung in each area of the building as shown in facility plans and in evacuation plan. Fire extinguishers will be inspected and maintained per city and county requirements. A certificate of the last most recent City of Anaheim inspection will be posted in a visible designated area.

6. Earthquake Safety

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

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

K. Security Plan

Mercy House will follow policies and procedures that promote utmost safety for clients, staff, volunteers, and the community and will strive to provide an atmosphere that promotes community, stays alert for signs of conflict, and confronts behaviors before they escalate.

1. Eligibility Screening

No person validated on the sex offender registry (Megan's Law) will be allowed to access the shelter property. Additionally, no felons with open warrants will be allowed to access the shelter property. The Shelter Operation will work cooperatively with the local police department and will utilize <http://ws.ocsd.org/ArrestWarrants> to screen clients for open warrants.

2. Secured Entrances

All clients will be required to enter the shelter in a coordinated, peaceful fashion. All clients will present identification upon entry. Clients without valid California identification cards will be given supportive services to secure a valid identification card. Clients will also receive a shelter-specific ID to use for admission into the shelter during the duration of their stay.

All clients and their belongings will be checked by security personnel, utilizing security wands each time they enter and exit from the shelter and all contraband will be seized. Contraband 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.

Clients will sign-in upon entrance, and sign out upon exit from the premises.

3. On-site Security Personnel

Mercy House will provide a sufficient number of trained security to ensure the safety of clients and the surrounding neighborhood, 24 hours a day.

- Security will be on site at all times, and will conduct security rounds of the facility as necessary.
- Security staff will be stationed both inside and outside the shelter to ensure maximum coverage.
- Security staff will be accessible and visible to clients, and survey facility for any potential concerns.
- Program and Security staff will have communication with each other via portable electronic equipment.
- Security staff will be contracted through a third party vendor. Security guards will carry non-lethal weapons such as mace, batons and handcuffs. Vendor will ensure that all security staff will be regularly trained.
- Security staff will receive "Homeless Sensitivity Training" through Mercy House's resources.

	Staff	Security
6:00:00 AM:	5	3
7:00:00 AM:	4	3
8:00:00 AM:	4	3
9:00:00 AM:	5	3
10:00:00 AM:	6	3
11:00:00 AM:	6	3
12:00:00 PM:	6	3
1:00:00 PM:	5	3
2:00:00 PM:	8	3
3:00:00 PM:	6	3

4:00:00 PM:	7	3*
5:00:00 PM:	9	4
6:00:00 PM:	11	4
7:00:00 PM:	9	4*
8:00:00 PM:	8	4
9:00:00 PM:	5	4
10:00:00 PM:	3	2
11:00:00 PM:	3	2
12:00:00 AM:	3	2
1:00:00 AM:	3	2
2:00:00 AM:	3	2
3:00:00 AM:	3	2
4:00:00 AM:	3	2
5:00:00 AM:	3	2

* 2 Security Guards are off-site at shuttle locations during these times *

Excludes the Program Manager who has a flexible schedule

Daily Recommended Operational Staff to Security Ratios

Shift Coverage	Time	Staffing Levels	Security Levels
Morning Coverage	6:00AM-1:00PM	4-6 staff	3 Security Guards
Afternoon Coverage	1:00PM - 10:00PM	5-11 staff	4 Security Guards
Night/Sleeping Coverage	10:00PM-6:00AM	3 staff	2 Security Guards

4. Security Equipment

Portable communication devices will be worn by staff. Staff will also have access to panic buttons which will silently summon police to the facility during emergency situations.

5. Security Lighting

Security lighting will be used both inside and outside the facility to highlight entrances and parking lot. A staff person will escort any persons to parking lot or security gate after sunset.

6. Loitering Policy

Clients will not be allowed to loiter in the surrounding neighborhood. Violations of this rule may cause a client to be exited from the facility. Mercy House's Good Neighbor Policy will include regular checks of surrounding area to prevent and control loitering issues.

7. De-escalating Conflicts

All employees will receive training in communication techniques that de-escalate confrontations.

8. Entrance and Exit Procedures

All staff and clients will enter and exit through one main entrance and security check point. A portable communication device will be worn by staff for control of entrance and activity inside the building. All areas of the building will be locked when not in use. The building will be zoned so that clients will only have access to the areas which they need.

All clients will present identification upon entry and their person and belongings will be searched by security. They will sign in upon entrance and sign out upon exit from the premises.

Clients will enter the property by shuttle. Clients will be escorted from the designated parking lot area shuttle drop off area to the shelter entrance.

9. Policy regarding storage of client's possessions

All clients will have access to limited personal storage space. Each client bed will have a small storage bin for personal valuables.

A limited number of outdoor storage bins will be available to clients through a reservation process. A client who qualifies and requests their personal effects to be stored in these outdoor bins 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 property in their assigned bin, to its maximum capacity.

A client storage log will be signed at each visit to the storage area. The storage area may be accessed, with staff supervision and only during assigned hours during the day.

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

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.

No contraband items may be stored in the shelter. Contraband 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.

10. Policy pertaining to authorized/unauthorized search of clients' property by staff

The Shelter staff will have the right to inspect all storage areas to ensure compliance with contraband policies. Staff has 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".

When inspecting a client's possessions without them present, two staff persons will be responsible for the search. An Authorization Form will be signed by the client at time of entrance into facility when they place items into the storage area. When items are found in the client's possession that are not suitable for storage, clients can choose to have staff dispose of the item or client may store property off site premises at their own cost.

11. Policy on Possession of Weapons On-Site

No weapons or objects which can be used as weapons will be brought into the shelter. All of a client's belongings that they are carrying on-site will be searched upon entry and inspected for weapons and items that could be used as such. Anyone found with a weapon or dangerous material that can be used as a weapon will be asked to immediately leave the premises and neighborhood of the facility. Sharp objects such as tools or scissors will be stored in locked storage areas and not taken into shelter living areas.

All kitchen knives and sharp objects, hazardous materials, and cleaning equipment that could be used as a weapon will be kept in locked areas with only staff accessibility.

12. Procedure for Contacting Police

It is the intention Mercy House 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 will be trained to properly manage and respond to an array of difficult situations that may occur at shelter.

In establishing a procedure for contacting police, Mercy House will work 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.

Upon consensus, a 911 protocol will be established and followed. All staff members will be trained in these procedures. 911 may be called for any medical emergencies, violent behaviors that endanger others, and suicidal ideation.

L. Health Policies

1. Housekeeping Policy

Mercy House understands and commits to maintaining hygienic, sanitary environments for the well-being of clients, volunteers and staff. We will maintain written, standardized housekeeping procedures. Each procedure will be designed for safety of staff and clients and for a consistent, high standard of housekeeping. Staff will be provided with training in these procedures, will be monitored in performance of the procedures, and evaluated in their effective use of them. Training may include education on any hazardous materials with which staff may come into contact when carrying out their assigned work tasks. The complete list of procedures will be included in a Shelter Policy and Procedures Manual and made available to all employees.

Outside janitorial staff will be contracted to assist in the maintenance and cleaning of the facility. Thorough daily cleaning of all client areas including living quarters, dining areas, and common areas will be done using institution strength anti-bacterial products. Bathrooms, showers, and eating areas will be given priority attention. The dining areas will be cleaned according to strict health standards after each meal. Office space will be cleaned weekly by the contracted janitorial staff and as needed by Shelter staff and partner organizations using the space.

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

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

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

The outside grounds will be included in the housekeeping standards and schedule. The facility's outside spaces, parking lot, and green areas will be cleaned daily from debris and litter. Chairs and tables will be washed according to inside standards. Minor repairs of the facility and grounds will be completed by the Shelter staff. Any major repairs or work requiring specialized training will be completed by approved vendors.

The Service Partner agencies must adhere to housekeeping procedures as outlined in their MOU agreement. Service Provider Partners will be expected to respect and keep their areas clean after usage.

2. Service Animal Policies

Clients will be permitted to bring service animals to the shelter. Only registered animals that have proof of current vaccinations in Orange County will be allowed at the facility. Service animals will be permitted to stay in the shelter and living areas. In order to qualify as a service animal, a client must produce an official letter from a licensed physician stating that the animal is needed to help the disabled individual perform some of the functions and tasks that an individual with a disability cannot perform for him or herself.

The health and well-being of all service animals brought into the shelter will be the responsibility of their owner. Clients must feed and clean up after their animals, Shelter staff will not provide food. Clients who are unable to care for or feed for their pets or cannot control them while at the shelter will be asked to remove the animals from the facility.

3. Possession and Use of Controlled Substances

Mercy House has a strict policy prohibiting the possession or use of alcohol or controlled substances at the Year Round Emergency Shelter Program premises by employees, residents, clients, and general public.

It will be the intent of Mercy House 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 will be the objective Mercy House 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 will be strictly prohibited and is contrary to the Year Round Emergency Shelter Program's mission.

4. Policy for Drug Possession

Staff will have the right to refuse entrance to any client who is noticeably under the influence, exhibiting behavior that is inappropriate due to influence, or otherwise cannot follow the rules and expected behaviors of a client while participating in shelter activities. If alcohol, illegal substances, or paraphernalia are found in client's possession after they have completed entry paperwork and necessary security screenings, that client may be asked to exit the facility at the discretion of staff. They may be given a time frame of their next eligible readmission date. The illegal drug or alcohol will be disposed of and documented by two staff following written protocol in a Policy and Procedures Manual.

5. Security, Use and Access of Prescription Medications

If a client has medications that must be administered throughout the evening/night or will be damaged by extreme heat or cold, they may retrieve them from a designated staff person. If a medication needs to be refrigerated, the medication will be packaged and labeled with person's name, bed number, and name of medication and placed inside a designated locked refrigerator.

A client who qualifies and requests their medications to be stored in a locked area must sign an Agreement Form and will have access to the medications as soon as possible by their request to the staff on duty. The client will be responsible for requesting and taking their own medications within limits of how they are prescribed. Only the person whose name is on the medications will be 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.

7. Client Access to Emergency and Medical Care

Clients may have access to medical care at any time. Client should communicate to staff member on duty their need for medical care, if possible. Medical support may be accessed through local hospitals and visiting medical care providers if they are on-site.

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 first aid care with client's permission, as he/she will be trained, and using universal precautions.

In case of a seizure, staff will be trained in appropriate safety precautions and will call support from 911 if seizure persists or causes bodily harm. If a client needs emergency or serious medical care, the staff on duty will call 911 and follow 911 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.

The Program Manager will be called as soon as possible. After client emergency or incident has been controlled, the lead staff member will complete 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

Mercy House Staff will have first aid supplies available at all times. The first aid kit will be inspected monthly, updated as items expire, and re-stocked after each use. Staff members will be trained annually in universal precautions, first aid care, seizure, or Mental Health crisis. Any incident occurring at the Year Round Emergency Shelter Program requiring first aid will be documented in the daily report and an Incident Report will be prepared and sent to Program Manager and other higher-level staff as necessary.

9. Policies & Procedures for Disease Prevention

Mercy House will have 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. Universal precautions will be maintained 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 will 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 Mercy House
- Reporting all accidents or 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 client will be sent to the emergency room of a local hospital for diagnosis and treatment. If a client leaves due to disease, the bedding and client's clothes will be washed, bed cleaned, and bedding replaced on bed. Clothes and belongings will be stored in designated area and held for the maximum amount of time permitted. The Shelter will operate to conform to best health practices and concerns.

Universal precautions will be used for all handling of client possessions. Staff will follow hand washing techniques recommended by OC Health Department.

All staff will be tested for TB as required by OSHA standards and written in our Policy and Procedures handbook. If a client shows symptoms of tuberculosis, the client will be sent for medical diagnosis and asked to receive a TB test. All clients will be offered TB testing through the Medical Services on site as a community health benefit.

M. Food Policies

1. Provision of Nutritional Needs of Clients

Mercy House will provide a breakfast, lunch and hot dinner to each client every day. A 3rd party food provider will deliver meals. The on-site staff will work with the 3rd party provider to ensure that meals will be nutritious and balanced.

We will include as part of our in-kind donation strategies, opportunities for food donations and partnerships with local food banks. We will also work with community and church partners and existing community meal service programs to offer opportunities to feed the homeless individuals at the shelter.

Tables will be set up for meals in the dining area of the Shelter at the scheduled meal times.

Food will be served at designated times of operation for registered shelter clients only.

2. Meeting the Health Department Standards

Mercy House and its Food Coordinator will meet all OC Health Department standards. Inspections will be completed by the Health Department and any changes will be made if indicated.

3. Provisions for the Sanitary Storage and Preparation of Food

The Phase I Year Round Emergency Shelter Program will have limited space for storage of dry foods, refrigerated foods, frozen foods, and supplies. Separate refrigerator/ freezer space should be available for client medications. Mercy House will provide extra refrigeration and freezer appliances as needed to supplement safe storage of food, if space is available.

All storage areas will be cleaned on a planned schedule and outdated food will be disposed of. There will be a rotation schedule for storage and use of food in freezer, refrigerator, and dry goods pantry that maximizes use of food so that it does not become outdated.

N. Transportation Policies

The policies for travel to and from the Year Round Emergency Shelter Program will be designed to support client needs and minimize potential impact on the adjacent residential neighborhood and businesses.

The following transportation measures will be implemented:

1. Transportation Flow On and Off Property

Mercy House will create 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 should include provisions for pedestrian, bicycle, personal transportation and shuttle services.

2. Pedestrian Traffic

The shelter will operate by bed reservation only and no walk-ins will be accepted. The clients will be expected to utilize the transportation options that will be provided to them by Mercy House.

No walk-up policy will be posted and disseminated throughout the community.

Any individual that does walk-up will receive information on how to make a bed reservation and be provided transportation to a self-directed location out of the surrounding area to return only when the established reservation protocol has been followed.

3. Bicycle Traffic and Parking

A bicycle rack will be provided in a secured outdoor area. Bike locks will be encouraged but are the responsibility of the client to obtain. Bus and shuttle transportation vehicles will be designed to transport bicycles to mitigate foot traffic to the facility.

4. Shuttle Transportation Services

Access to the shelter will be provided by shuttle transportation services. Mercy House will work cooperatively with city and county officials, OCTA and other stakeholders to provide the most cost-effective means for providing transportation to and from the shelter.

It is recommended that there be up to three (3) designated pick up locations that provide ample geographic range for qualified clients seeking shelter services. Locations will be selected by the host city/police department and/or in collaboration with neighboring police departments. Mercy House will not drop-off/pick-up other than at agreed upon locations.

Daily shuttles (public if bus routes allow for drop off at site or private if this is required by location of the site) will be provided to transport all screened clients to the Shelter Site. Security staff will be at each location to ensure only prescreened clients with bed reservations receive transportation to the shelter. Security staff will also conduct random daily checks of 1 mile diameter to shelter and drop-off/pick-up locations to enforce shelter rules and avoid loitering and homeless congregations.

To avoid, long term loitering at the shuttle pick up areas, clients may arrive at the Shuttle Stop fifteen (15) minutes before the shuttle departure time.

Drop-off/pick-up locations 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 will provide a pick-up at 4:00 PM, transporting new and returning clients. Prospective new clients must be present at designated pickup locations at 4:00 pm or risk forfeiting their bed.

A second shuttle will provide pickups at 7:00 PM, transporting new clients on the daily waiting list and/or returning clients.

In the case of special circumstances, and only if arrangements have been communicated by the client to their Employment and Housing Navigator and/or bed reservation staff 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 public transportation to return to the Year Round Emergency Shelter Program.

Each morning, two shuttle services will be provided for clients who desire to leave the shelter for employment and other personal appointments. Scheduled times will be at 6:00 AM and 10:00 AM.

5. Personal Vehicle Transportation and Parking

The Shelter parking lot will be available to Shelter staff. Volunteers, vendors, and community visitors may also park their vehicles in Year Round Emergency Shelter Program lot while at the facility.

Vehicles eligible to park in the Year Round Emergency Shelter lot will be listed on the Vehicle Parking Form by license plate and client name. Vehicles in lot overnight must be registered on this log each night. Security staff will include the parking lot during security rotations.

Mercy House also has the right to tow any vehicle found parked in undesignated areas outside the shelter in the surrounding neighborhoods.

6. Staff Transportation of Clients

Shelter staff members will not be permitted to transport clients under any circumstances in their personal vehicles. Only designated staff in shelter owned/operated or contracted vehicles may transport clients.

7. Delivery of Shelter Goods and Community Donations

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

It is anticipated that delivery of goods from contracted vendors will occur approximately 3xs weekly. The delivery of community donations by private donors will occur approximately 3xs daily during designated donation drop-off times. We anticipate that no trucks larger than 26' will be entering the property.

All deliveries of goods and/or donations will occur between the hours of 10AM-4PM.

O. Financial Policies

1. Financial Requests from Clients

Financial requests from clients must be requested and received through their Employment and Housing Navigator and/or through Service Provider Partners if one is on-site. Clients will sign a designated log when they receive the requested item (bus pass, clothing/food voucher, etc.). All bus passes and/or vouchers must be kept in a locked safe in a locked office or closet at all times when not in use.

Mercy House and/or any Service Provider partners may offer these financial assistance opportunities to clients, when available and must establish priority levels and/or other fair means for distribution. Neither Mercy House nor any of our Service Provider partners will not be obligated to fulfill financial requests that they receive from clients.

2. Client Possessions and Funds

The Shelter staff will handle no client monies. Clients with funds that they keep while at the Shelter will be responsible for their security and safety. It will be encouraged by staff for clients not to have funds on site, and to store wallet, electronic devices, and any cash in appropriate locked storage. Mercy House will have a policy of not being responsible for lost or stolen items that is included in a Policy and Procedures Manual, listed in the signed Rules agreement, and read nightly when rules will be reviewed before intake.

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

3. Annual Outside Audit

Contained in Operator Agreement with the County.

4. Financial Reports Review

Contained in Operator Agreement with the County.

P. Legal Policies**1. Policy for Compliance with Local Laws**

Mercy House will follow all OC Health Department and Fire Code requirements, and has staff trained for food handling, CPR, fire drills and other disaster evacuation procedures. All of our employees will work cooperatively with local law enforcement to communicate any breaking of laws by clientele while on its premises. Additionally, Shelter staff and management will 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

Mercy House will comply with all required labor laws. OSHA training and reviews will be done during staff meetings on a quarterly basis. OSHA flyers will be posted in administrative offices.

Our pay wages will be at or above minimum wage. Employee breaks, meals, and overtime will be monitored legally and compensated as needed. Mercy House will be contracted with a company to examine any work injuries. The proper incident reports, Workmen's Compensation forms, and requirements will be completed.

Q. Non-Discrimination Policies

Mercy House will adhere to a policy of non-discrimination, which will be stated in its Policies and Procedures Manual. No form of discrimination will be allowed 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

Mercy House will comply with appropriate standards of The Americans with Disabilities Act (ADA). Staff will be trained about and will be cognizant of any physical disability upon entrance of the client and will assist as needed to conquer any barriers from the structure of the building. Staff will receive training to work appropriately with persons with disabilities. All persons will be treated with dignity, value, and worth.

2. Gender-Specific Programming Policy

Persons accessing the Year Round Emergency Shelter Program services will be identified by the gender identification for which they choose. Staff will provide beds to persons of gender identity, expression and sexual orientation with due regard to privacy and client rights. Bathrooms and showers will be constructed with equal privacy for all clients, regardless of sexual orientation, expression, or identity. All programs and services will be available with the dignity of all clients as highest priority.

3. Sexual Harassment Policy

All clients, volunteers, and employees should be able to coexist at the Year Round Emergency Shelter Program in a trauma informed care environment, free from sexual harassment and inappropriate sexual behavior.

The Shelter will have a zero tolerance policy for sexual harassment and inappropriate behavior of a sexual nature. No sexual harassment will be tolerated by anyone on the facility grounds - including by staff, volunteers, or clients. Clients, staff, and volunteers will be notified if, within the sole discretion of Mercy House's Management, any of their remarks, advances, gestures, or attire constitutes sexual harassment toward any person in the Year Round Emergency Shelter facility.

Anyone who believes he or she has been the subject of any such behavior will be urged to report it to the staff or supervisor immediately. A report will be completed and taken to appropriate staff or supervisor for resolution. Reported incidents will be investigated on a confidential basis. Provisions will be instituted to guard the safety and emotional health of persons who have been victims of a reported incident. After proper review, a person found to have engaged in sexual harassment or inappropriate behavior of a sexual nature will be subject to disciplinary action including possible immediate exit from program or termination from employment.

4. Policy Regarding Sex Offenders

Mercy House will maintain strict requirements for the safety of children and vulnerable adults. Staff and volunteers will be trained in sex abuse definitions, sex offender policies, child abuse, and vulnerable adult abuse. All employees must review this training yearly and be certified to have passed its standards.

Mercy House will follow federal law requirements in reporting sex offenders. All clients will be screened for sex offenses through the National Megan's Law database. Screening will be conducted at the time of reservation; no potential participants with a registered sex offense will be allowed on the bus/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, Mercy House and its staff will keep strict confidentiality practices as written in Confidentiality Policy. These practices include:

- 1) Fact of Participation: The fact that an individual is or has been a participant in the Year Round Emergency Shelter program should not be disclosed except as may be specifically defined. Inquiries by visit, telephone or letter regarding a participant in the program should be 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 may be permitted only with the person's written consent. Information is to be withheld where enjoined by law and where by contract Mercy House has agreed to maintain the confidentiality of client records (as under the Privacy Act.)

Disclosure of information relating to program participants should 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 to the participant information contained in his/her 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, not counselor notes and observations. Information provided by other agencies should not be shared.
- 4) Law Enforcement Agencies: All requests for information regarding clients originating from law enforcement agents, should be referred to Mercy House's acting Legal Department. Before any action is taken on any legal request, a staff member or program manager should 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 Mercy House'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 will cooperate 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.

- 5) Written Consent: If there is any doubt as to whether client information should be disclosed, the consent of the client should be first obtained, except as otherwise required by law. The consent

will be in writing on a Release of Information form and should 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: Mercy House and its staff will comply with all state and municipal laws requiring reporting to governmental agencies of instances of child abuse, domestic violence and elder abuse. Staff will report any suspicion or evidence of child abuse or vulnerable adult abuse according to law's requirements. All staff persons at the shelter will be mandatory reporters. An incident report will also be completed and submitted to the Program Manager and any higher-level staff as needed. All staff will be trained at time of hire to spot signs of abuse and to properly document and report it. Training will be 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 Intake staff, Employment and Housing Navigators, and management staff will be authorized to access the HMIS Database. Each staff person will 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 Mercy House's IT department should have access to staff-only computers.

3. Exceptions to the Confidentiality Policy

All clients will be 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.

S. Grievance Policies

The grievance procedure will be 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 will have the right to file a grievance without the fear of harmful repercussions from staff or other residents.

1. Receiving and Posting

The Grievance Procedure should be clearly posted in the Policy and Procedure Manual and available at the shelter facility. A client will be 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 Policy Form will be read by the client and signed.

2. Meeting with Staff

Once received, staff will decide at the earliest regular staff meeting which grievances warrant a meeting. If needed, a formal grievance meeting will be called, headed by the Program Manager or their assistant. Prior to this meeting, the client defendant will be given a copy of the grievance so he/she may prepare to respond to the grievance.

At the grievance meeting, the plaintiff will begin stating his/her case. The defendant will then respond. All present will be allowed to ask questions of either the plaintiff or defendant. The burden of proof rests with the plaintiff. All decisions will be binding and after the formal grievance procedure has been completed, staff and residents will be expected to regard the matter as settled and in the past.

If a client expresses a concern or makes a complaint concerning their involuntary discharge, he/she may take the following steps:

- The client may request to discuss the matter with the Program Manager, who will make a decision on any corrective action required within the boundaries of his/her authority. When appropriate the Manager will notify higher-level staff.
- If the client is still unsatisfied with the outcome, he may submit a request for intervention to the Mercy House Executive Director, who will acknowledge receipt within a reasonable time frame. The Executive Director will take any corrective action required within 10 days and inform the client, in writing, of the resolution.
- Clients have the right to ask assistance of another person to speak on their behalf, or to help fill out a grievance form.
- Client grievances will be reported in monthly program reports. The Executive Director or other Mercy House executive staff member entity review all grievances quarterly and/or annually, providing a level of review that does not involve the client about whom the complaint was made or the person who reached the decision.
- Grievances and resolutions should be documented in client file and incident reports

3. Whistleblower Policy

Clients should have several ways in which they may share a grievance – verbally or written, anonymous or through a third party. A suggestion and grievance box will be available in the common area and will be checked weekly by staff.

Confidentiality will be 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 II. STAFFING AND MANAGEMENT PLAN

A. Staff Policies

1. Hiring Policy

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

All staff positions and newly hired staff will be approved by the Program Manager and Directors and will be thoroughly vetted through a new hire process as outlined below.

2. Screening Procedure

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

The first interview will be scheduled with the Orange County Program Director of Year Round Emergency Shelter Program, Services, and Outreach as well as the Program Manager of Year Round Emergency Shelter Program and Services. If deemed eligible, the applicant will conduct an interview with the Executive Director and Operations Director of the agency.

3. Acceptance Procedure

A completed application packet and staff letter of recommendation will be sent to the head of the Human Resources Department who conducts a thorough background check. Every potential applicant will be screened for active warrants, violent felony convictions, sexual offenses which require registration, and legal ability to work. Staff who will be in direct contact with clients will also be 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 will sign a job agreement form and will be provided a job description informational sheet for their records. They will also attend a general orientation program led by the Head of the Human Resources Department. This orientation will cover 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 will be 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 Year Round Emergency Shelter Program will be staffed to provide the safest, most dignified environment for all clients. All staff will be easily identifiable and will be required to wear Mercy House - Approved shirts as well as name tags while on site.

It is recommended that a total of 4 full-time staff and up to 33 part-time staff at the Year Round Emergency Shelter Program. Staff will be scheduled to optimize safety of staff, volunteers and clients and to provide optimal coverage during hours of high volume.

The **Orange County Program Director of Year Round Emergency Shelter Program, Services, and Outreach** will be responsible for the performance of all Year Round Emergency Shelter Program, Services, and Outreach Activities in Orange County. Their primary responsibilities include program management, development, and community relations, which includes supervising the Program Manager of the Year Round Emergency Shelter Program. They will oversee scheduling and coordination of all Shelter sites and services, implement new services, manage the budget, and assist in various aspects of staff's duties.

All Shelter operations and staff will be supervised by the full time **Program Manager of Year Round Emergency Shelter Program and Services**. The Manager will be a full time, salaried position with an Associate's Degree and at least 2 years of direct life experience working with long-term homeless, low income, and diverse populations. The Program Manager will be responsible for coordinating program services for the Year Round Emergency Shelter Program. Primary responsibilities include supervising support staff. This position may require the transportation of supplies. This position will report directly to the Orange County Program Director of Year Round Emergency Shelter Program, Services, and Outreach.

The **Emergency Services Site Leader** will be responsible for overseeing services and activities in the Year Round Emergency Shelter Program. They will oversee all shelter activities including logistics and client intake, oversee distribution of services, and assist in coordination of volunteers and supportive services. They will provide support to staff during designated shifts and will assign tasks, oversee administrative duties that support program services. The Site Leader reports directly to the Year Round Emergency Shelter Program and Services Program Manager, reporting any staff or shelter issues as needed.

The **Emergency Services Program Logistics Support Coordinator** will be responsible for providing supportive services and logistical support to the Year Round Emergency Shelter Program during designated shifts. This position will require a flexible work schedule including weekend, morning, evening, and holiday shifts to provide optimal coverage during Shelter hours. This position will report directly to the Year Round Emergency Shelter Program and Services Program Manager. This position will assist with shelter setup and maintenance, general cleanliness and safety of facility, assisting and receiving orders from vendors, posting and updating signs and service calendars, and more as needed.

The **Year Round Emergency Shelter Program Volunteer and Coordinator Concierge** will be responsible for coordinating volunteer services for the Year Round Emergency Shelter Program. The volunteer coordinator will work directly with volunteers, conducts orientation, training and provides support to volunteers at the shelter.

The **Employment and Housing Navigator** position will require an Associate's Degree and 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 Employment and Housing Navigator will provide 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 Employment and Housing Navigators will conduct the VI-SPDAT assessment, determine eligibility, enters assessment into Central Intake System for prioritization and linkage to housing provider, helps clients obtain necessary documents, and provides individuals with employment guidance and community resources. When clients are referred to other programs, the Employment and Housing Navigator provides a warm hand-off to the service provider.

The **Year Round Emergency Shelter Program Intake Coordinator** will be responsible for the reservations, intake, and data input and reporting for the Year Round Emergency Shelter Program. The intake coordinator assists clients and manages the HMIS and data reporting requirements. They will be responsible for managing the client reservation process, conducting diversion interviews, and ensure that HMIS data is complete.

The **Year Round Emergency Shelter Program Food Coordinator** will be responsible for coordinating and overseeing the preparation of meals for the Year Round Emergency Shelter. They will be responsible for planning the weekly menu and the cooking schedule, determining the amount of food and supplies as required for daily menus, following safety code, and adhering to strict health, safety, and sanitation standards.

The **Emergency Services Overnight Coordinator** will be a part time position that covers overnight shifts at the Year Round Emergency Shelter Program. They resolve conflicts and file incident reports as necessary, report violations and general events in the daily log. They also oversee the cleaning crew and conduct property checks. The Overnight Coordinator provides general support for clients, ensuring their safety during the night.

Volunteers will assist with daily ongoing operations of the shelter as needed. Volunteers will be needed 7 days per week to help both in the evening up to 8 volunteers (5-8pm , morning hours up to 4 volunteer (5-10am) and mid-day hours up to 10 volunteers (11-4). Volunteers will be assisting with set-up, clean-up, preparing and serving meals, intake, laundry, daytime activities, reservation calls, administrative duties and donations.

Volunteers will be assigned to duties that are appropriate for their age and activity level. It is important that volunteers be reliable and that 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.

Recommended Daily Staffing

Overnight Logistics Coordinator	11:00 p.m. - 7:00 a.m.
Overnight Logistics Coordinator	11:00 p.m. - 7:00 a.m.
Overnight Logistics Coordinator	11:00 p.m. - 7:00 a.m.
Morning Logistics Coordinator	5:00 a.m. - 1:00 p.m.
Morning Logistics Coordinator	5:00 a.m. - 1:00 p.m.

Volunteer Coordinator/Concierge	7:00 a.m. - 3:00 p.m.
Site Leader	7:00 a.m. - 3:00 p.m.
Employ/ Housing Navigator	9:00 a.m. - 5:00 p.m.
Employ/ Housing Navigator	1:00 p.m. - 9:00 p.m.
Employ/ Housing Navigator	6:00 p.m. - 10:00 p.m.
Employ/ Housing Navigator	6:00 p.m. - 10:00 p.m.
Site Leader	5:00 p.m. - 11:00 p.m.
Volunteer Coordinator	4:00 p.m. - 9:00 p.m.
Intake Coordinator	2:00 p.m. - 8:00 p.m.
Intake and Data	2:00 p.m. - 8:00 p.m.
Intake and Data	2:00 p.m. - 8:00 p.m.
Reservation and Data	10:00 a.m. - 3:00 p.m.
Food Coordinator / Cook	3:00 p.m. - 8:00 p.m.
Overnight Logistics Coordinator	5:00 p.m. - 11:00 p.m.
Overnight Logistics Coordinator	5:00 p.m. - 11:00 p.m.
*Program Manager will have a flexible schedule offering day and/or night support throughout the week as needed	

B. Policies for Staff Training

All Year Round Emergency Shelter Program staff will be trained when hired in emergency evacuation, first aid procedures, mandated reporting policies, crisis intervention, and CPR procedures. This training will be repeated and updated annually and as needed. Staff may receive 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 will also be trained in Strength Based Approaches and positive communication skills. Each staff member will be required to attend annual training to update and improve their knowledge. Documentation of training will be kept in each employee's file by the Program Manager and is provided to the Head of Human Resources for filing, when appropriate.

Security staff will be provided 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

Year Round Emergency Shelter Program staff will be trained in fire, earthquake, and chemical spill evacuation procedures when hired and annually. Evacuation drills with all staff and clients will be held and recorded quarterly. Evacuation protocols will be recorded at the Service Desk for reference. Evacuation maps will be posted throughout the facility. All staff will be trained in first aid and CPR procedures annually. 911 reporting will be 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

Mercy House will have a required training program in prevention of child abuse, vulnerable adult abuse, child abuse reporting, and sexual harassment titled. Each staff will complete this training program annually. Certificates of completion will be recorded in Human Resource files.

Year Round Emergency Shelter Program staff will complete a course in conflict resolution and crisis intervention upon hire and annually. Documentation of completion will be recorded in staff file.

3. Appropriate Behavior for Dignity and Respect

Operations, Program, Administrative and Management staff will be trained in a Strengths Based Perspective model of client care. They will be 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 will be expected to put these models to use in every interaction they

have with clients and potential clients. Staff members will be offered training regularly and expected to participate actively. Notice of completion will be recorded in staff files, and each staff member should have access to this information in the readily-available staff handbook.

4. Communication

Shelter staff will undergo classes in communication skills – such as handling phone calls, confidentiality policies, crisis management and de-escalation of conflict. The communication skills will be reinforced through practice and reviewed at regular staff meetings as warranted. Courses covering topics such as communication skills with mentally ill persons, receptionist skills, communication with difficult people, and conflict resolution will be completed. This training should be done at least monthly and will provide more often, and individually, as needed.

5. Resources and Referrals

Operations, Program, and Employment and Housing Navigator Staff will be oriented to resources, homeless services, and organizations for collaboration and referral. They will also be highly trained staff to connect clients to the Coordinated Entry System, as a system designated Entry Point. Staff representatives will attend the Homeless Provider Forum, Case Management Forum, and Implementation Committees for the Ten Year Plan to End Homelessness in Orange County. Resource lists will be updated monthly and kept on-site.

Protocols for offering and accepting referrals from other agencies will be in place, reviewed by staff, updated, and kept in manual on-site.

6. Mental Health and Addiction Skills

All Program staff will attend mental health training events which include naming of symptoms, co-occurring diseases, de-escalation techniques, and safety protocols. This training will be done at time of hire and annually, or as necessary. Client speakers present workshops on various aspects of mental

health diagnoses, symptoms, and care. Staff will be trained in symptoms of drug abuse, and referrals for treatment. Recovery programs will be encouraged and off-site referrals will be made as appropriate. Though sobriety will be not a requirement to stay in the shelter or participate in services, clients will be expected to be able to practice self-care, follow all rules and regulations, and behave appropriately and respectfully toward staff, volunteer, and other clients. Drug use while at the shelter will be prohibited and will result in immediate exit from the program.

7. Self - Care

Regular staff meetings will be held for all staff. Part of the purpose of these meetings will be 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 co-workers.

All staff will be trained in effective communication with coworkers and in proper techniques to address coworker harassment and stressors and will be made aware of the importance in practicing self-care. Staff will be informed of an open-door policy with supervisors and the Head of the Human Resources department.

8. Annual Staff Evaluation and Training Plan

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

9. Documentation of Staff Training

Attendance of and participation in staff training will be recorded in each staff file by the Program Manager of Emergency and Shelter Services. Training required by all staff members will be also recorded in the Human Resources file to ensure each member's knowledge and information will be up-to-date.

C. Volunteer Policies

1. Selection, Screening, and Background Checks

The Year Round Emergency Shelter Program Volunteer Coordinator will actively recruit through a variety of sources, including schools, church groups, and community programs. Volunteer Coordinators will hold regular Volunteer Recruitment events in order to increase the number of volunteers that serve at the Year Round Emergency Shelter Program.

Individuals as well as groups will be invited to volunteer at the shelter. It is recommended that children 13 and older will be able to volunteer, however they must be accompanied by an adult or legal guardian and both adults and guardians must be registered to volunteer on the day they appear.

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

2. Orientation and Training

Mercy House will include a Volunteer Coordinator position(s) in its staffing plan to support volunteer coordination efforts at the shelter. The Volunteer Coordinator will handle scheduling, orientation and training of the volunteers.

Before beginning service, volunteers will be provided an Application and Agreement that includes information about volunteer duties, appropriate conduct with clients, staff, and other volunteers. Each volunteer will be required to sign this Agreement before they will be assigned a duty at the shelter. Volunteers who do not agree with the requirements or refuse to sign will not be assigned a duty and will not be able to volunteer at the shelter.

Volunteers will sign up for an open position, time and date using online volunteer scheduling software. Volunteer Coordinators will call and confirm volunteer's date and time and to provide them with the location of the shelter and any necessary important information.

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

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

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

The volunteer code of ethics includes the following:

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

Volunteers of the Year Round Emergency Shelter Program will be 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 Year Round Emergency Shelter Program staff or clients.

b. Limiting Relationships with Clients

Volunteers will be prohibited from developing dual relationships with any clients they meet through their volunteer involvement at the Year Round Emergency Shelter Program. Examples of dual relationships include (but will be not limited to) a volunteer entering into a business, romantic, or sexual relationship with a client. Soliciting clients for their business will be strictly prohibited. Volunteers will be 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 will not consume any food items or drinks supplied by the Year Round Emergency Shelter Program while volunteering. Food and drinks will be 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.

d. 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.

e. Volunteer Boundaries

Volunteers will be not permitted to loan or give money to clients, should not meet with clients outside of the Year Round Emergency Shelter Program without permission from program staff, and will be not allowed to drive clients in their vehicles.

f. Commitment

The Year Round Emergency Shelter Program will be 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.

3. Identifiable Lines of Authority

Volunteers will be informed of identifiable lines of authority in their Application Packet.

Volunteers will defer to the Volunteer Coordinator on duty to give resources, referrals, and handle situations beyond their responsibility and volunteer agreement.

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

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

4. Descriptions of Volunteer Tasks

The Year Round Emergency Shelter Program Volunteer Coordinators will ensure all volunteers will be provided with a task and description of any duties they might perform. Tasks and duties include, but will be not limited to:

- Assisting the Intake Specialist in registering and signing in clients at time of entry
- Setting up and breaking down tables for dinners and breakfasts
- Distributing donations and hygiene items
- Organizing and setting up donations of clothing
- Helping direct lines to donations and food
- Serving meals, setting up snacks and drinks for clients

SECTION V. ATTACHMENTS

- A. Job Descriptions**
- B. Shelter Client Rules**
- C. Volunteer Policies**

ATTACHMENT A JOB DESCRIPTIONS

Orange County Program Director of Year Round Emergency Shelter Program, Services and Outreach Job Description

Introduction: O.C. Program Director of Year Round Emergency Shelter Program, Services, and Outreach is responsible for the performance of all Year Round Emergency Shelter Program, Services and Outreach Activities in Orange County. Primary responsibilities include program management, program development, and community relations. This includes supervising the Year Round Emergency Shelter Program 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 O.C. Program Directors report directly to the Operations Director.

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 our outreach services including the Anaheim Check in Center and Costa Mesa Outreach Program.
- 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 - Year Round Emergency Shelter Program and Services Job Description

Introduction: This Program Manager is responsible for coordinating program services for the Year Round Emergency Shelter Program and Multi-Purpose 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 O.C. Program Director of Year Round Emergency Shelter Program, Services, and Outreach Programs. 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 and Multi-Purpose Center 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

Emergency Services Site Leader Job Description

Introduction: The Emergency Services Site Leader is responsible for overseeing services and activities at the Year Round Emergency Shelter Program. 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 the Year Round Emergency Shelter Program 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

Year Round Emergency Shelter Program Intake Coordinator Job Description

Introduction: The Year Round Emergency Shelter Program Intake Coordinator is responsible for the reservations, intake, and data input and reporting for the Year Round Emergency Shelter Program. The objective of this position is to help clients access our Year Round Emergency Shelter Program and to manage our HMIS data and reporting requirements. This position requires a flexible work schedule including some weekend, morning and evening shifts. Detail-oriented and computer proficient in Microsoft Word and Excel required. Dependability, responsibility, and the ability to communicate effectively and respectfully are mandatory skills. Fluency in Spanish is a significant value. This position reports to the Year Round Emergency Shelter Program and Services Program Manager.

Qualifications: Strong computer and data processing skills. Ability to work effectively with a diverse population; plan, organize and prioritize duties; 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 Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs. Associate's Degree preferred but not required.

Year Round Emergency Shelter Program Services

- Manage client reservation process
- Conduct diversion interviews
- Manage intake process
- Maintain intake area and ensure daily forms and supplies are stocked and ready prior to shelter opening
- Supervise on-site reservation and intake volunteers
- Collect client sign-in sheets and intake packets, counting and verifying signatures and enter client information on Daily Summary Sheet

Program Data Entry and Reporting

- Ensure HMIS intake forms are completed by clients and data is entered into the HMIS.
- HMIS data quality management.
- Responsible for entering all Bed Nights and Services into data base on a daily basis.
- Scan and file intake packets and other pertinent documents daily.
- Generate monthly, quarterly, and annual reports.

Miscellaneous

- Participate in networking functions
- Attend staff meetings
- Attend training workshops as needed
- Enhance job performance by applying up-to-date professional and technical knowledge gained by attending seminars and conferences and reviewing professional publications.
- Perform ad hoc projects as appointed by Supervisor

Employment and Housing Navigator Job Description

Introduction: The Employment and 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.

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.

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

Emergency Services Food Coordinator Job Description

Introduction: The Food Coordinator is responsible for coordinating and overseeing the preparation of meals for the Year Round Emergency Shelter Program. This position reports directly to the Year Round Emergency Shelter Program and Services Program Manager. Dependability, responsibility, and the ability to communicate effectively and respectfully are mandatory skills. Fluency in Spanish is a significant value.

Qualifications: High school graduate or equivalent education is preferred. Preference is given to persons with education in quantity cooking; Minimum one (1) year food service experience is desired. Have general knowledge of quantity food preparation and portioned serving. Must have verbal and writing abilities necessary to communicate and work effectively with various levels of staff and residents. Must have a willingness to perform routine and repetitive tasks with frequent interruptions and have an awareness of the requirement for careful handling and the economy of serving. Ability to read, understand, and follow recipe directions.

Food Services

- Prepare weekly menu
- Plan and initiate cooking schedule for food preparation to meet meal schedule.
- Determine amount and type of food and supplies as required for daily menus.
- Acquire necessary ingredients through donations or vendor
- Assist with general cleanliness and safety of kitchen and dining area
- Follow defined safety codes while performing all duties.
- Maintain sanitation, health, and safety standards in work areas.
- Assist with receiving and verifying orders from vendors, completing tally sheets
- Manage meal preparations and oversee assistant cooks and volunteers
- Prepare, season, cook and serve for assigned meal; ensure appropriate portioned servings according to portion control standards.
- Taste and smell prepared food to determine quality and palatability.
- Monitor temperature of hot and cold foods through food preparation and service to ensure that established temperature goals are met prior to steam table transfer
- and maintained throughout
- Supervise kitchen staff.
- Be knowledgeable of Federal, State, and facility's rules, regulations, policies and procedures.

Miscellaneous

- Attend Staff Meetings and educational programs.
- Complete ad hoc projects as appointed by Supervisor

**Year Round Emergency Shelter Program Volunteer and Coordinator/Multi-Service Center
Concierge
Job Description**

Introduction: The Volunteer Coordinator is responsible for coordinating volunteer services for the Year Round Emergency Shelter Program. This position also provides support for the Multi Service Center. This position requires a flexible work schedule including some weekend, morning and evening shifts. Dependability, responsibility, and the ability to communicate effectively and respectfully are mandatory skills for this position. Fluency in Spanish is a significant value.

Qualifications: Strong computer and data processing skills. Ability to work effectively with a diverse population; plan, organize and prioritize duties; 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.

Volunteer Coordination

Goal: Maintain volunteer retention and satisfaction for the Year Round Emergency Shelter Program by ensuring that the volunteer services program is running in an organized manner to promote efficiency and order.

- Set up facility for volunteer activities
- Greet volunteers
- Ensure that volunteers are easily recognizable while volunteering
- Work with staff to assign volunteers to tasks that are vital to the success of the Shelter Program.
- Train volunteers to perform required tasks
- Ensure that all volunteers are effectively performing assigned tasks, staying on task and behaving appropriately
- Check in with volunteers on a regular basis to ensure volunteer satisfaction and resolve any conflicts that may arise
- Assist with obtaining volunteer feedback
- Assist with volunteer recognition efforts
- Assist with program activities, as needed

Multi Service Center Coordination

- Open up facility for partner agencies
- Recruit and encourage participation by outside service providers
- Oversee Multi Service Center service provider room reservation schedule
- Ensure day-to-day operational functions of the Multi-Service Center
- Troubleshoot facility or equipment issues

Administration

- Ensure that all volunteers have filled out necessary paperwork before they begin their volunteer service
- Ensure that all volunteers sign-in and out for each shift
- Responsible for making sure all volunteer hours are logged and entered into the data system
- Help to facilitate Service Provider Advisory Board Meetings, 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.

Year Round Emergency Shelter Program Volunteer Coordinator Job Description

Introduction: The Volunteer Coordinator works in conjunction with the Volunteer and Multi-Service Center Coordinator and is responsible for coordinating volunteer services for the Year Round Emergency Shelter Program. This position also provides support for the Multi Service Center. This position requires a flexible work schedule including some weekend, morning and evening shifts. Dependability, responsibility, and the ability to communicate effectively and respectfully are mandatory skills for this position. Fluency in Spanish is a significant value.

Qualifications: Strong computer and data processing skills. Ability to work effectively with a diverse population; plan, organize and prioritize duties; 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.

Volunteer Coordination

Goal: Maintain volunteer retention and satisfaction for the Year Round Emergency Shelter Program by ensuring that the volunteer services program is running in an organized manner to promote efficiency and order.

- Set up facility for volunteer activities
- Greet volunteers
- Ensure that volunteers are easily recognizable while volunteering
- Work with staff to assign volunteers to tasks that are vital to the success of the Shelter Program.
- Train volunteers to perform required tasks
- Ensure that all volunteers are effectively performing assigned tasks, staying on task and behaving appropriately
- Check in with volunteers on a regular basis to ensure volunteer satisfaction and resolve any conflicts that may arise
- Assist with obtaining volunteer feedback
- Assist with volunteer recognition efforts
- Assist with program activities, as needed

Administration

- Ensure that all volunteers have filled out necessary paperwork before they begin their volunteer service
- Ensure that all volunteers sign-in and out for each shift
- Responsible for making sure all volunteer hours are logged and entered into the data system.

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.

Emergency Services Program Logistics Support Coordinator Job Description

Introduction: The Logistics Program Coordinator is responsible for providing supportive services and logistical support to the Year Round Emergency Shelter Program during designated shifts. This position requires a flexible work schedule including some weekend, morning and evening and holiday shifts. This position reports directly to the Year Round Emergency Shelter Program and Services 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 setup and maintenance
- Assist with general cleanliness and safety of facility including emptying trash cans and cleaning-up spills.
- 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

Administration

Goal: Oversee administrative duties that support program services.

- Assist with keeping detailed daily summary sheets
- Assist with record keeping and reporting

Miscellaneous

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

Emergency Services Overnight Coordinator Job Description

Introduction: The Overnight Coordinator is a part time position that covers overnight shifts at the Year Round Emergency Shelter Program. Dependability, responsibility, and the ability to communicate effectively and respectfully are mandatory skills. The position's primary responsibilities include security and program support. This position would include overnight shifts including weekends and holidays. The Overnight Coordinator reports directly to the Year Round Emergency Shelter Program and Services Program Manager.

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.

Security

Goal: Maintain safety and serenity of residents protecting against external and internal disruptions.

- Provide staff presence during assigned shifts
- Resolve any conflicts and file incident reports when necessary
- Report violations and general events in daily log
- Provide necessary emergency support / follow emergency procedures
- Oversee cleaning crew
- Conduct property checks
- Communicate potential concerns with Security Staff to ensure staff and client safety.

Program

Goal: Assist Program Manager with program functions and activities.

- Provide general support for clients
- Observe and report concerns
- Provide support for on-site volunteers
- Supervise evening and morning activities
- Organize morning coffee and food

ATTACHMENT B SHELTER CLIENT RULES

EMERGENCY SHELTER CLIENT RULES

Welcome to the emergency shelter program. The Shelter Staff and Volunteers are working very hard to make your stay safe and comfortable. As a client of the program, you *must* agree in writing to follow these rules at all times:

1. Sign-in at the Shelter begins at 5:00 PM and ends at 8:00 PM. Clients will **NOT** be allowed entry into the Sleeping Area before 6:00 PM. Clients will **NOT** be allowed entry into the Sleeping Area after 8:00 PM. Clients may not leave the Sleeping Area after signing in for any reason. **If you leave, you will forfeit your bed.** No exceptions. *(This policy includes but is not limited to going outside to retrieve personal belongings, cigarettes, etc.)*
2. **Priority** will be given to clients who take the shuttle bus to and from the Shelter each day.
3. **Alcohol and drugs are NOT permitted** in or around the Shelter Property and they will be confiscated if found. At the discretion of the Site Leader or Management, you may be excluded from the program for that night, or possibly terminated for the remainder of the season.
4. **No weapons or objects that may be perceived as weapons are permitted.** If found, they will be tagged by security and kept until you leave. **Anyone with a concealed weapon will be immediately excluded from the program.**
5. We reserve the **right to search all applicants** for weapons (or items that could be used as weapons), alcohol, and illegal drugs.
6. **All prescription medication must be checked in with security upon entering the shelter building in its original container.** No medicinal marijuana will be checked-in without a *valid* Medicinal Use Card and must be 8 oz. or less.
7. **Photo ID's** are required of all registered clients. **Shelter Staff will take photos and thumbprints to produce program ID's for clients, and for security reasons, if necessary.** By entering this program, you give your consent to this.
8. **All Clients must complete and Intake and check in** as well as complete all appropriate paperwork with Shelter Staff.
9. **Showers are strongly recommended** for all shelter clients. Showers *may* be required if lack of personal hygiene becomes a risk to the health & safety of the population. Only 1 towel will be given for showers. Clients **MUST** sign to receive one, and sign to return one.
10. **No smoking inside the shelter.** There is a designated smoking area outside the shelter. Smoking is only permitted in the designated area while staff or security is present. **E-Cigarettes and Vaporizers will not be allowed at the shelter.**

- 11. Lights go out at *or around* 10:00 PM.** Clients must remain at their beds after lights out.
- 12. The early wakeup call is at 5:00 AM.** Coffee and breakfast is provided to clients between 5 and 8 AM. Clients are expected to be out of bed by 9:00am unless special arrangements have been made due to overnight work or illness. No one is allowed in the Sleeping Area from 9:00 AM to 6:00 PM.
- 13. In public areas, shirts, pants are mandatory for men and women** at all times; socks and shoes are strongly encouraged.
- 14. The evening meal is served from 6:00 PM to 9:00 PM.** Please clean up around your area after you eat, and wear shoes when in the meal line. Should you have a spill, please notify staff immediately.
- 15. A Cell Phone charging Station will be available for clients to use during designated hours.** Clients are NOT allowed to use ANY unauthorized electrical outlets for any reason.
- 16.** Any undesignated parking either on or off the property is subject to being towed at the owner's expense.
- 17.** A limited amount of storage is available for each client. Shopping carts, excessive luggage/bags, etc. will not be allowed in the shelter.
- 18. No children under 18 years of age will be admitted into the shelter unless a verifiable parent or guardian is present.** If a client is an emancipated youth, official documentation proving emancipation must be presented at time of intake.
- 19.** There is a women's section and a men's section for sleeping. **Women are not allowed in the men's section, and men are not allowed in women's section. A family section is available for families with minor aged children. Clients without a dependent minor aged child(ren) are not allowed in the family's section.**
- 20.** Only the Site Leader or Manager on duty can expel / prevent any clients from staying at the shelter. Any conflicts between clients should be brought to the attention of the staff immediately. If you are asked to leave and you do not, it is a trespass on County property.
- 21. Clients can only reserve beds for themselves. Do not put any of your items on another bed to reserve a space.**
- 22. Donations** will be handed out in an orderly fashion by the staff & volunteers. Clients will not interfere with donations being brought in or the distribution of donations.
- 23. The Shelter Program** operates as clients of the city in which it is located. As a result, all clients are expected to be **Good Neighbors** and have an obligation to comply with all state and local laws

and/or ordinances and shelter rules and behave in a courteous manner at all times. **Complaints from residents, business owners, or public officials may result in warnings to the clients and expulsion from the Shelter program.**

24. Any threats or acts of violence such as loud and disruptive behaviors, threats, fighting, etc. towards staff, volunteers, security or other clients will result in immediate expulsion.

25. Neither Shelter, nor any of its vendor/partners are in any way responsible or liable for lost, stolen, or damaged items that clients bring onto premises. IT IS THE CLIENTS' RESPONSIBILITY TO TAKE ALL PERSONAL BELONGINGS WITH THEM UPON EXITING THE PROGRAM, AND TO CLAIM THEIR ITEMS FROM THE SECURITY CHECK-IN WHEN THEY LEAVE THE PROPERTY. ANY ITEMS LEFT BEHIND MAY BE DISCARDED.

26. Cash is never to be given to Staff, Volunteers or Interns at ANY time.

As a result of signing this form, I have read and do understand that neither Shelter, any of its volunteers, service providers, Security, or any of the vendors providing services for the Year Round Emergency Shelter Program will be responsible for any loss, theft, or damage to personal property including, but not limited to, Bicycles, Carts, Luggage, Cell Phones and other items that are brought onto the program property. I understand that program rules may change as necessary and that I am required to abide by any amended rules and protocols as they are created.

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

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.

[FOR FURTHER INFORMATION ON FULL PHASE II OPERATIONS, PLEASE REFER TO ORIGINAL MANAGEMENT, OPERATIONS AND PUBLIC SAFETY PLAN]