

Navigation Center

Description of Services

Locations:

South: 2400 Euclid Avenue, National City 91950

Program description:

The Navigation Center provides temporary housing while triaging people experiencing homelessness to help them identify their next step forward.

Those receiving services will be known as “Guests”

There are three main components: housing, services, and outreach.

Housing

Housing will be developed based on the capacity of the building. The goal is to provide services for men, women and families.

Housing will be a short term stay of 30 days and operate 24/7. This is for two reasons. First, it enables turnover of beds to provide for immediate bed availability. Second, it creates a sense of urgency and a focus on next steps.

Extensions beyond 30 days will be on a case-by-case basis but the primary reason would be to bridge the time for an open long-term shelter or a permanent housing opportunity.

Housing will provide showers, breakfast, dinner and a sack lunch as well as laundry services. In addition, there would be a storage area for residents so they could attend appointments without having to worry about their belongings.

Services

There will be a day center component only for the guest staying in the Navigation Center.

Basic services will be cell phone charging, a computer lab and a place to make phone calls.

Case management services would include regular meetings with an Advocate (case manager) with a solution focused approach. People coming to the Navigation Center will meet with an Advocate within two business days of arriving. They will draft an action plan and meet as often as needed to move forward with the action plan but no less than once per week.

All guests will be placed in Mission Tracker and the Homeless Management Information System (HMIS). They will be evaluated for the Coordinated Entry System (CES), other housing, other programs to include Mission Academy and all possible diversion* opportunities.

**Diversion is an intervention to help the guest avoid having to go into the Homeless Services System.*

There will be active partnerships with other service providers and the social service system to help guests navigate services and address the issues that caused them to experience homelessness.

Outreach

There will be a component of the Navigation Center to coordinate with local authorities and other outreach organizations to collaborate and enable “warm hand-offs” into the Navigation Center.

In addition, the Navigation Center will support identifying a by name list of up to twenty individuals or families who are the most vulnerable, highest utilizers of services or are a high priority for the community. The purpose will be to target efforts to help them transition from homelessness. Some of these individuals may be more service resistant and unwilling to come to the Navigation Center but are the ones who are the biggest concern for the local community.

Goals of the program:

The ultimate goal is to tangibly reduce the number of people experiencing homelessness.

Specific goals:

Maintain an occupancy rate at or above 90%

Outcomes for shelter:

- 15% will exit homelessness through diversion efforts.

- 30% will transition to a longer-term shelter or program to include Mission Academy.

- 20% will transition to permanent housing.

Outcomes for by name list:

- 50% will transition from homelessness into a program or housing intervention

Personnel requirements:

Navigation Center Director. This position will be overall responsible for the location.

Associate Director. This position will assist the Director.

Advocate. The position will have a case load of 25. The number of Advocates will be determined by the number of shelter beds.

Outreach Worker. This position will coordinate with other outreach workers and local authorities and will have the lead on managing the by name list.

Community Life Ambassador. This position will be onsite twenty-four hours per day seven days per week. They will coordinate intakes, manage daily life and assist guests with getting connected to the right resources.

Security. There will be security onsite to assist with keeping the area around the Navigation Center safe and free from loitering and support safety inside the facility.

As needed, therapeutic services and housing navigation services will be brought over from our main location.

Partnerships:

The success of the Navigation Center will be dependent upon the ability to connect with the larger community. We will seek to build strategic relationships and partnerships with other service providers and government agencies.

We will set up areas at the Navigation Center for outside providers/case managers to come and work with our guests.