

## Yale Transitional Center Plan

### Program Overview

The Yale Transitional Center (Transitional Center) is located at 2229 S. Yale Street in the city of Santa Ana and will operate as a year-round, 24-hour emergency homeless shelter facility that is ADA accessible. The Transitional Center will replace the existing Courtyard Transitional Center and provide access to safe sheltering, basic needs, and support services to assist individuals in transitioning out of homelessness as quickly as possible.

The Transitional Center will have one primary Shelter Operator that will manage the logistics of the emergency shelter and coordinate supportive services onsite including housing navigation, veteran services, healthcare and behavioral health services, access to public benefits, and employment services.

### Operational Components

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#### Population Served

- The Transitional Center will provide shelter for up to 425 individuals experiencing homelessness in the Central Service Planning Area, consisting of 275 single men, 100 single women and 25 couples (50 people).
- Clients may stay at the Transitional Center for 180 consecutive days. Extensions on length of stay will be permitted on a case-by-case basis.
- The Transitional Center will serve homeless men and women who are living in the Central Service Planning Area only.

#### Intake

- The Transitional Center will not allow walk-ups to enter the facility.
- Individuals seeking shelter will require a referral to the Transitional Center by designated partners and complete intake and screening for the program *prior* to their arrival at the Transitional Center. This will ensure a bed is available and determine if the individual is appropriate for the program.
- If an individual has access to alternative options or may require additional services, then assistance will be provided to link them to an appropriate option.
- Individuals with active felony warrants will not be allowed at the Transitional Center.
- Individuals who complete the intake and screening will be provided instructions on transportation pickup locations and times.
- Referral partners include the OC Health Care Agency Outreach and Engagement, law enforcement, and other designated street outreach and community-based programs. Referral partners are required to follow the intake referral process that includes a bed reservation system.
- The Shelter Operator is required to manage an online system for capturing live bed inventory, reservations and vacancies.

#### Identification Requirements

- Clients who need a California Identification (ID) Card will be provided a Department of Motor Vehicles (DMV) ID voucher and bus pass, as needed, to secure an ID card.
- Clients will receive a Transitional Center ID card which will include a picture and be required for readmission for the duration of their stay.

### **Meals and Laundry**

- Meals will only be provided to clients of the Yale Transitional Center.
- Meals will be prepared onsite utilizing a commercial kitchen.
- The Shelter Operator will work with existing and new community, non-profit, and/or faith-based partners for meal service programs.
- Laundry facilities will be available onsite for clients.

### **Storage and Mail**

- Clients will have access to personal storage space onsite.
- A refrigerated storage area will be available to clients with medication requiring refrigeration.
- Clients will be permitted to receive mail at the Transitional Center in order to receive information about public benefits, medical appointments, and other resources.

### **Rules**

- Warnings may be issued for the following rule violations, but not limited to:
  - Loitering in the surrounding community
  - Missed curfew
  - Smoking in non-designated area
  - Being in a non-designated area in the facility
  - Disrespectful language and/or behavior
  - Harassment of staff or other clients
- Immediate exit from the program may occur for violations that create an unsafe environment for clients and/or staff including, but not limited to:
  - Drugs or weapons in the facility
  - Being under the influence of drugs, and/or alcohol
  - Physical fighting, physical assault, and/or battery
  - Possession of stolen property

### **Re-admission Policy**

- Re-admission to the Transitional Center may occur on a case-by-case basis and will require client's agreement to the program's rules and expectations.

### **Pets, Companion Animals, and Service Animals**

- Clients can bring their pets, companion animals or service animals to the Transitional Center.
- Clients must be able to tend to their own pets, companion animals or service animals, including feeding, cleaning up after, and ensuring safety.
- Clients must provide proof of current vaccinations for their animals. Animals must be spayed or neutered to remain at the facility.

### **Service Components**

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#### **County Services**

- The OC Health Care Agency, Social Services Agency, and OC Community Resources will integrate supportive services and resource teams to support the Transitional Center delivery of services.

### **Community Partners and Services**

- The Shelter Operator will coordinate additional programming and service partners to augment the delivery of services at the Transitional Center.
- These supportive services will at a minimum include:
  - Mobile healthcare services
  - Veteran specific services
  - Income, benefits and employment services
  - Life skill classes including financial literacy and budgeting
  - Housing navigation and assistance
  - Mental health services
  - Substance abuse recovery and treatment programs

### **Good Neighbor Policy and Security**

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#### **Good Neighbor Policy**

- The Transitional Center will operate in a manner aimed to eliminate neighborhood impacts. The purpose of this policy is to enhance the safety and cleanliness of the immediate vicinity of the Transitional Center.
- A phone number, email address, and program website will be made available for the public to contact the Shelter Operator.
- The Shelter Operator will:
  - Conduct neighborhood outreach to monitor the one-quarter mile radius around the facility;
  - Dispose of all litter and trash;
  - Issue a warning to clients found loitering within one-quarter mile of the facility;
  - Coordinate with city-designated program to inform and remove graffiti, shopping carts, and abandoned vehicles; and
  - Work with law enforcement and street outreach teams to engage people who are experiencing homelessness in the surrounding community.

#### **Security**

- The Shelter Operator will provide trained security guards to ensure the safety of all individuals in the facility, parking lots, and the surrounding neighborhood.
- Security personnel will check all individuals and their belongings each time they enter the shelter. All contraband items will be confiscated and discarded safely.

### **Transportation Plan**

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#### **Bus and Shuttle Transportation Services**

- Bus and shuttle transportation services will be provided for clients' entry and exit trips for all individuals. A minimum of three designated pickup locations will be identified with ample geographic range for individuals to effectively connect to transit hubs.
- Weekly trips to DMV, government services, community-based programs, transit hubs, and other community resources will be prearranged.

#### **Staff Vehicle Transportation and Parking**

- The Transitional Center will only provide onsite parking to the Shelter Operator staff, supportive services providers, and volunteers.
- All vehicles parked onsite will be registered using the Vehicle Parking Form including license plate and owner's name.