



Delano Navigation Center FAQ

What is a Navigation Center?

Navigation Centers provide a friendly, low-barrier environment in which people experiencing homelessness can rest, shower, eat, do laundry and be connected to services such as crisis intervention, substance use treatment, mental health care, and other benefit programs designed to help the individual move toward stable housing.

Unlike other shelters that have restrictive rules, Navigation Centers typically try to break down barriers and take a "come as you are" approach to engaging in services. Ultimately, the goal is to build trust that may lead to deeper engagement and reintegration in mainstream social systems.

The Delano Navigation Center (DNC) will follow a "safe sleep" model for its operations.

What is a Safe Sleep Program?

A safe sleep program is different than you will find in traditional navigation centers in that it is not a 24/7 shelter. Rather, a safe sleep program is generally designed to provide services during part of the day/evening. Typically, this means 6:00 PM to 6:00 AM. Clients will be allowed into the facilities at a certain hour after which they will be required to complete an intake and assessment to determine what services are most appropriate. Clients will then meet with case-managers and navigators to help them identify the steps they will need to take to move from homelessness to help and housing. After meeting with navigation center staff, clients will be fed, given the opportunity to shower and do laundry and then offered a safe place to sleep. After sleeping, clients will wake up, be fed a light breakfast and sent on their way to follow-up with referrals and linkages to other programs.

What services are provided?

Services can include, but are not limited to:

- Evening shelter from the elements;
- Food services;
- Sanitary services such as restrooms, shaving, and shower facilities;
- Professional services such as phone use and mailboxes;
- Case management services to anyone who requests such assistance;
- Assistance with housing navigation and searches;
- Referrals to other assisting agencies for purposes of:
 - Mental health care
 - Detox/Rehab
 - Job Counseling and placement assistance
 - Free legal aid agencies

Who will be operating the Navigation Center?

Flood Bakersfield Ministries, Inc. (Flood) has agreed to operate the Navigation Center. Flood provides services designed to meet the physical, relational and spiritual needs for those who are deeply impoverished in our community with an emphasis on housing stability to promote self-worth, increased self-sufficiency and greater overall health.

Flood has been working with persons experiencing homelessness to connect them to resources since 2006 and has placed more than 1,300 individuals into permanent housing since 2007.

Flood incorporated as a non-profit in June 2008 and established a drop-in center in an old warehouse in north Bakersfield. In addition to providing food and other necessities, Flood evolved its unique style of relationship-based case management and housing placement.

Flood has since become a leading homeless service provider in Kern County and has been the primary provider of street outreach services since 2011. Flood engages with several hundred people each year on the streets

Flood also provides a range of programs and services to formerly homelessness individuals to help them stay in housing and has a 90% plus retention rate.

Some of these services include benefits acquisition and linkage with physical and behavioral health treatment and other community supports; life skills training.

Flood is a faith-based organization, but does not limit access to services, as its services are available to all.

Where will the Navigation Center be located?

The Delano Association for the Developmentally Disabled (DADD) is providing the use of their facility at 531 High Street.

How will the Navigation Center impact my neighborhood?

The Delano Navigation Center is a collaborative effort between the County of Kern (County), the City of Delano (Delano), the Bakersfield-Kern Regional Homeless Collaborative (BKRHC), DADD and Flood to provide emergency shelter for homeless clients in a safe, healthy environment while protecting the rights of those living or working in Delano with the full cooperation and partnership of law-enforcement agencies and affected service providers.

Flood has developed a good neighbor policy that will provide a mechanism to gather input from all vested stakeholders, including neighboring businesses and residents, City and County officials, and collaborative agencies, to facilitate the timely exchange of ideas and issues, to work toward proactive solutions, and to ensure all parties have a full voice in minimizing the impact to the local community.

How is the Navigation Center funded?

The Delano Drop-in Center is funded through a combination of federal, State and local government funds, along with private, business and faith-based donations.