



**City of Santa Ana**  
**20 Civic Center Plaza, Santa Ana, CA 92701**  
**Staff Report**  
**October 19, 2021**

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**TOPIC:** Homeless Navigation Center Update

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**AGENDA TITLE:**

Homeless Navigation Center Update

**RECOMMENDED ACTION**

Receive and file the Homeless Navigation Center update.

**DISCUSSION**

The Homeless Navigation Center (HNC) is designed to replace the City's interim homeless shelter, the Link. The HNC will provide 200 beds, scalable to over 300 beds, for Santa Ana residents experiencing homelessness. The facility will include family, couples, men, women, and flex dorms, along with a commercial kitchen, offices for case management and medical services, and an outdoor area for participants and their pets. Adhering to the principles of Housing First, guests will be admitted with low-barrier requirements through approved referral agencies. All guests will be transported in and out of the shelter, as no walk-in traffic is allowed. During their stay, guests will be offered a robust package of supportive services to transition them to permanent housing and to cope with underlying issues causing them to cycle through homelessness. The Illumination Foundation, the selected operator of the Homeless Navigation Center, will partner with Clarke Lew Medical Corp. to provide medical and mental health care services, exclusive of substance use counseling, for clients on-site at the shelter.

**Current Status**

At the September 7, 2021 City Council meeting, staff was directed to provide monthly updates on the construction of the Homeless Navigation Center. To accommodate this request, a new webpage has been incorporated into the existing Homeless Data Dashboard. This site will be updated regularly, including photos. The Homeless Data Dashboard can be found on the City's website: <https://www.santa-ana.org/homelessness/interim-homeless-shelter-link/santa-ana-homeless-services-data-dashboard>.

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It is important to note that on October 7, 2021, final permits were issued for the HNC, which will result in work progressing more quickly than it has over these past few months. In addition to the final permits, separate permits for the following items were also issued:

- Light standards
- Block walls (including height and linear length)
- Trash enclosure
- Parking lot (including number of spaces)

During the construction of the Homeless Navigation Center, data on referrals to the Link on Commonwealth, the Hospitality House, and the family motel program will be available on the Homeless Data Dashboard. Data captured from the Link Shelter on Red Hill from its opening in 2018 through April 30, 2021 remains. The City's Homeless webpage ([www.santa-ana.org/homelessness](http://www.santa-ana.org/homelessness)) and Homeless Data Dashboard will have a make-over to coincide with the opening of the Homeless Navigation Center.

While tenant improvements continue in both the interior and exterior areas of the Homeless Navigation Center building, project staff has been working behind the scenes to determine the correct fixtures and furnishings for the site. The City is grateful to Kaiser Permanente, Mountain View Condos Corp., and the Illumination Foundation, all who have donated the lion's share of the required office furniture—minimizing the number of items to be purchased by the City.

### **FISCAL IMPACT**

There is no fiscal impact associated with this item.

Submitted By: Steven Mendoza, Assistant City Manager

Approved By: Kristine Ridge, City Manager