

The Link Shelter Services



Services at The Link are holistic and are designed to meet the basic needs of the most vulnerable homeless men and women and families living on the streets of Santa Ana while supporting them through services that increase access to permanent housing opportunities. Services at The Link do not focus on managing the homeless population but rather provide a path toward housing.

As a 24-hour Emergency Shelter Program, staff will encourage all clients to stay on-site during the day and take advantage of the on-site services provided to them during the daytime. The role of Mercy House as the operator is to recruit and manage service partner agencies specialized in providing an array of supportive services beneficial to The Link program participants.

Intake– Provided by Mercy House

- Staff conduct intake with all potential participants to ensure eligibility including that all clients are literally homeless in the City of Santa following local preferences.
- A prospective shelter client must be willing to participate in creating and working a Housing Plan, follow shelter expectations and maintain appropriate behavior with consideration for other clients and staff of the shelter.

Diversion Assistance – Provided by Mercy House and/or referral partner

- At intake, potential participants will be screened to identify if they have access to alternative shelter or housing opportunities. Mercy House staff will provide assistance as necessary to connect participants to these alternative options.

Assessment and Housing Navigation – Provided by Mercy House

- Employment and Housing Navigators conduct individual assessment of needs, followed by provision of targeted services (Housing Plan) focused on returning individuals to permanent housing as quickly as possible.
- Navigators conduct VI-SPDAT assessments and enter participants in the Orange County Coordinated Entry System and prioritization list, ensuring that shelter clients are connected to permanent supportive and rapid rehousing opportunities in the community.
- Shelter clients are provided assistance to obtain necessary documents, employment guidance and linkages to community resources and meet weekly with their assigned Navigators.

Transportation Services and Assistance– Provided by Mercy House/transportation vendor

- New and returning shelter clients will receive direct transportation to and from the shelter daily from designated drop off and pick-up locations.
- No walk-ups will receive shelter access.

Security – Provided by Mercy House/security vendor

- State licensed security vendor will be stationed inside and outside shelter property at all times.
- Other security measures include secured entrances, security searches upon entrance, confiscation of harmful contraband, security cameras and lighting.
- Shelter will have no walk-ups and no loitering policies to maintain security.

Meals– *Provided by Mercy House/food vendor*

- Nutritious breakfast, lunch, dinner and snacks will be provided each day to shelter clients.
- Volunteers in the community may also donate food and/or serve meals at the shelter.

Laundry - *Provided by Mercy House*

- Shelter clients will have access to on-site laundry facilities during designated times for personal care.

Storage - *Provided by Mercy House*

- Shelter clients will have access to on-site personal storage space while in the shelter made available through a reservation process.
- A refrigerated storage area will be made available to clients with medication needs.
- Storage rules and policies ensure shelter safety for storage of personal belongings.

Enrichment Activities– *Provided by Mercy House and/or Service partner(s)*

- Life Skills classes and workshops as well as indoor and outdoor recreational activities will be provided to shelter clients to improve their quality of life and encourage them to remain onsite during the day to take advantage of all services available to them.

Employment/Job Placement Referrals– *Provided by service partner(s)*

- Shelter clients will be connected to on-site and off-site employment and job service partners providing job skills training, coaching and mentoring, financial assistance programs, and job placement services.

Health Care Resources– *Provided by service partner(s)*

- Shelter clients will be connected to on-site and off-site health resources and providers including various departments of the County of Orange.

Crisis Evaluation/Mental Health Resources– *Provided by service partner(s)*

- Shelter clients will be connected to on-site and off-site mental health resources and providers including various departments of the County of Orange.

Drug and Alcohol Treatment Referrals– *Provided by service partner(s)*

- Shelter clients will be connected to on-site and off-site drug and alcohol treatment providers including various departments of the County of Orange.

Resource and Referral Services– *Provided by Mercy House/ service partner(s)*

- Navigators ensure that all clients have access to resources and service providers that may benefit them on their journey from homelessness to housing and self-sufficiency.