



Front Desk Phone: (714) 836-7188 ext 295

Site Lead Desk: (714) 585-5232

BASIC INFORMATION

Program Type: Year-Round Emergency Shelter & Navigation Center

Address: 1000 N. Kraemer Place, Anaheim CA

Opened: May 5, 2017

Operator: Mercy House Living Centers, contracted by the County of Orange

Demographic Served: Homeless Adults of all Genders

Capacity: 200 beds when at full capacity (135 in men's dorm, 65 in women's)

Accessibility: Wheelchair accessible beds, restrooms, and showers available

Pets and Animals: Capacity for 20 pets, ESAs and Service Animals (Dogs/Cats only)

Transportation: Parking is available for street-legal, working vehicles (no motorhomes). Wheelchair accessible shuttle services provided for guests without a vehicle.

Sobriety Requirement: Sobriety is not a requirement for eligibility. However, onsite use of drugs, marijuana or alcohol strictly prohibited.

Curfew: 9:00 pm (*special accommodations available for documented work/school*)

Eligibility Requirements:

- Must be literally homeless, with strong demonstrable ties to the North Orange County SPA.
- Must be 18 years or older, or an emancipated youth with legal documentation of emancipation.
- Referred clients must be able to pass a background check without any active felony warrants, no history of arson, and no history of sex offenses.
- Clients must be able to handle all of their own Activities of Daily Living (e.g., able to feed themselves, wash themselves, transfer in and out of bed, etc.).
- Cannot have a history of violent behavior with the program that resulted in a ban of services.

Referral Information:

- All potential clients are referred through the CES Bed Reservation System
- Reservations will be made as beds become available



Services Provided:

- Onsite Housing Navigation Team, to provide linkages to housing, employment, public benefits, assistance with vital documents, etc.
- Onsite Service Providers from throughout the region (e.g., onsite medical clinic, mental health, vision clinics, veterinary clinics, career building clinics, etc.)
- Internet and computer access
- Conference rooms with space for group meetings
- 3 meals a day, plus snack hour
- Bed, pillow, and bedding in gender-specific dorms
- Outdoor common area/smoking area
- Onsite laundry provided by staff weekly
- Shuttle Transportation to pre-approved areas within the region (*shuttles are wheelchair accessible*).