

ORANGE COUNTY
CONTINUUM OF CARE BOARD
Wednesday March 24, 2021
2 p.m. – 4 p.m.

Webinar:
<https://global.gotomeeting.com/join/694403981>

Dial by Phone:
+1 (312) 757-3121

Access Code:
694-403-981

AGENDA

Board Members

Jeanne Awrey, OC Dept. of Education

Matt Bates, City Net

Judson Brown, City of Santa Ana

Natalie Bui, Veteran Affairs CRRC

Donald Dermit, The Rock Church

Becks Heyhoe, OC United Way [Secretary]

Tim Houchen, Hope4Restoration

Patti Long, Mercy House

Dawn Price, Friendship Shelter

Albert Ramirez, City of Anaheim

Maricela Rios-Faust, Human Options [Vice Chair]

Soledad Rivera, Families Together of OC

George Searcy, Jamboree Housing

Tim Shaw, Individual [Chair]

Christina Weckerly Ramirez, Health Care Agency

Call to Order – Tim Shaw, Chair

Board Member Roll Call – Becks Heyhoe, Secretary

Public Comments: Members of the public may address the Continuum of Care (CoC) Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar after the CoC Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

In order to address the CoC Board, members of the public are to enter their name and agenda item number in the GoToMeeting chat box to be placed in a queue. CoC Board staff will call your name in the order listed in the chat box.

CONSENT CALENDAR

All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.

1. Approve Continuum of Care Board Meeting Minutes from February 24, 2021.

2. Receive and file approved data provided to Orange County United Way per prior CoC Board action on February 24, 2021.

BUSINESS CALENDAR

1. **Orange County System of Care Update** – Doug Becht, Director of Operations, Office of Care Coordination
2. **Orange County Continuum of Care (CoC) Update** – Zulima Lundy, CoC Manager
3. **Approve Project C – COVID-19 Responsive Homeless Services Funding Recommendations** – Zulima Lundy, CoC Manager
 - a. Approve the Project C – COVID-19 Responsive Homeless Services Vendor Recommendations, as recommended by the COVID-19 Homeless and Prevention Response RFP Panel.
 - i. Kingdom Causes, Inc. dba City Net for COVID-19 Responsive Homeless Services for the North Service Planning Area for the term of May 1, 2021, through June 30, 2022, for an amount not to exceed \$575,073
 - ii. Interval House for COVID-19 Responsive Homeless Services for the Central Service Planning Area, for the term of May 1, 2021, through June 30, 2022, for an amount not to exceed \$176,088.
 - iii. Orange County United Way for COVID-19 Responsive Homeless Services for the South Service Planning Area, for the term of May 1, 2021, through June 30, 2023, for an amount not to exceed \$998,728.
4. **Policies, Procedures and Standards (PPS) Committee Update** - Zulima Lundy, CoC Manager, Maricela Rios-Faust, Vice Chair, and Erin DeRycke, 2-1-1 Orange County
 - a. Update on the proposed policy for Homeless Management Information System (HMIS) access and minimum participation requirements.
 - b. Approve the creation of an ad hoc comprised of CoC Board members to work in collaboration with the PPS Committee membership to advise on and develop a policy for HMIS access and agency minimum participation requirements and bring a recommended to the CoC Board in May 2021.
5. **System Performance Report Submission Overview** – Zulima Lundy, CoC Manager and Erin DeRycke, 2-1-1 Orange County
 - a. Overview of the 2020 Orange County CoC System Performance Reports submitted to the U.S. Department of Housing and Urban Development (HUD)
6. **Open Letter to the Homeless Coordinating and Financing Council (HCFC)** – Zulima Lundy, CoC Manager
 - a. Approve the Orange County CoC to sign a joint letter to the HCFC to include Trauma-Informed Design and Care in the list of “Key Principles and Practices” within the HCFC Draft Action Plan
7. **HMIS Data Release Request from Children & Family Futures** – Zulima Lundy, CoC Manager
 - a. Approve Children & Family Futures data release request utilizing Homeless Management Information System (HMIS) data. Children & Family Futures requests aggregate data from HMIS for all homeless projects from 2018 to 2020 regarding veteran families experiencing homelessness and incidence of mental health, substance use and domestic violence.

Next Meeting: Wednesday, April 28, 2021, from 2 p.m. to 4 p.m.

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MINUTES

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Natalie Bui, Veteran Affairs CRRC

Donald Dermit, The Rock Church

Becks Heyhoe, OC United Way [Secretary]

Tim Houchen, Hope4Restoration

Patti Long, Mercy House

Dawn Price, Friendship Shelter

Albert Ramirez, City of Anaheim

Maricela Rios-Faust, Human Options [Vice Chair]

Soledad Rivera, Families Together of OC

George Searcy, Jamboree Housing

Tim Shaw, Individual [Chair]

Christina Weckerly Ramirez, Health Care Agency

Call to Order – Tim Shaw, Chair

Chair Tim Shaw called the meeting to order at 2:01 p.m.

Board Member Roll Call – Becks Heyhoe, Secretary

Present: Matt Bates, Judson Brown, Natalie Bui, Donald Dermit, Becks Heyhoe, Tim Houchen, Patti Long, Dawn Price, Albert Ramirez, Maricela Rios-Faust, George Searcy, Tim Shaw, and Christina Weckerly-Ramirez.

Absent Excused: Jeanne Awrey and Soledad Rivera

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Callie Rutter commented on the need for more housing in Orange County and recommended the CoC Board request additional funding to the County of Orange Board of Supervisors.

CONSENT CALENDAR

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1. Approve Continuum of Care Board Meeting Minutes from January 19, 2021.

George Searcy motioned to approve the Consent Calendar. Matt Bates seconded the motion. The motion passed by unanimous consent.

BUSINESS CALENDAR

1. Orange County System of Care Update – Jason Austin, Office of Care Coordination Director

- a. Yale Navigation Center: The Yale Navigation Center is now open and began transitioning participants on Friday, January 29, 2021. The Yale Navigation Center provides shelter and supportive services for up to 425 individuals and couples experiencing homelessness in the Central Service Planning Area. The current capacity is 250 to accommodate for COVID-19 safety protocols. The operator for the Yale Navigation Center is People Assisting the Homeless known as PATH. The Office of Care Coordination (OCC) is developing a virtual tour video of the facility and will share it with the CoC Board and stakeholders upon completion.
- b. Project Roomkey: The County of Orange continues to operate Project Roomkey which provides temporary isolation shelter for individuals experiencing homelessness who are COVID-19 sick or symptomatic and a congregate shelter site for individuals experiencing homelessness who are COVID-19 positive. Project Roomkey has a total capacity to serve up to 275 individuals. Referrals into the program are made by Public Health Services, hospitals, shelters, street outreach teams and law enforcement.
- c. Emergency Rental Assistance (ERA) Program: The ERA Program assists households who have experienced financial hardships as a result of COVID-19 and have rental arrears and past due utility bills. The ERA Program funds were provided directly to states and local governments with populations more than 200,000 residents from the US Territories. The County of Orange received an allocation of \$65,576,556 from the U.S. Department of the Treasury. To be eligible, a renter household in which at least one or more individual/s meets the following criteria:
 - The rental household must have qualified for unemployment or has experienced a reduction in household income;
 - the rental household must have incurred significant costs, or experienced a financial hardship due to COVID-19;
 - the rental household must demonstrate a risk of experiencing homelessness or housing instability; the rental household must have a household income at or below 80 percent of the area median income (AMI); and
 - rental household's assistance is not duplicative of any other federally funded assistance.

2. Orange County Continuum of Care (CoC) Update – Zulima Lundy, CoC Manager

- a. CoC Program Update: On Friday, January 29, 2021, the U.S. Department of Housing and Urban Development (HUD) announced the FY 2020 awards for the 2021-2022 operating year. The Orange County CoC has been awarded a total of \$28,994,983 in renewal funding for all grants scheduled to

expire in 2021. This reflects an increase of \$2,851,779 in funding. On January 12, 2021, HUD announced the opening of the CoC Program Registration Forms for FY 2021. The OCC has completed the CoC Program Registration for FY 2021 as the administration entity. The OCC anticipates the Grant Inventory Worksheet to be released by HUD soon.

- b. Homeless Management Information System (HMIS) Updates: 2-1-1 Orange County (211OC) will be sending reminder invoices to HMIS participating agencies who have not submitted payment for their HMIS user license fees. Invoices are due March 19, 2021. The OCC and 211OC thank all agencies who have submitted payment to date. The Longitudinal System Analysis (LSA) data was submitted to HUD by the deadline. The System Performance Metrics (SPM) report for 10/1/2019 to 9/20/2020 is complete and will soon be submitted to HUD.
- c. Inter-Agency Data Sharing Agreement: 2-1-1 Orange County, as the HMIS Lead updated the Inter-Agency Data Sharing agreement at the recommendation of County of Orange County Counsel. The updated document may be found on the OCHMIS website: <http://ochmis.org/for-agencies-projects-not-currently-set-up-in-hmis/>.
- d. Coordination Entry System (CES) for Individuals Request for Proposals (RFP): The RFP closed, review and negotiations have been completed. The goal of this RFP is to provide enhanced infrastructure for CES for Individuals and facilitate the streamlining access to services and to improve care coordination. The contract with Friendship Shelter was approved by the Board of Supervisors on February 23, 2021, to provide these services countywide in partnership with Mercy House.
- e. COVID-19 Homelessness Response Funding: Letter of Agreements (LOA) for the provision of Alternative Shelter Placement will continue to be an available resource to the Continuum of Care Providers. Approximately 16,989 alternative shelter placement nights have been provided since the program was implemented. Approximately \$1 million of \$1.2 million of the State COVID-19 Homelessness Response funding has been committed to date. Therefore, the Alternative Shelter Placement will be working to transition the participants to other programs and the OCC does not anticipate taking in any more participants.
- f. Public Comments:
 - Maura Mikule noted that she is a social worker in South Service Planning Area (SPA) and is concerned over the limited resources for South SPA residents. She asked the CoC Board to work on solutions for the issue and asked for CARES Act funding to be distributed to agencies to provide services to people experiencing homelessness.

3. CoC Data Dashboard – Zulima Lundy, CoC Manager and Erin DeRycke, HMIS Lead

- a. Zulima Lundy noted that the CoC Data Dashboard is a continued item from the January 19, 2021, CoC Board meeting. The CoC Data Dashboard was created by 211OC and incorporates data from HMIS, 211OC's Contact Call Center Data and the CES Virtual Front Door Data. The Policies, Procedures and Standards (PPS) Committee has reviewed the CoC Data Dashboard and were provided the opportunity to provide feedback. Erin DeRycke presented in detail an overview of the CoC Data Dashboard. If approved, the CoC Dashboard will be found on the OCHMIS.org website and the 211OC website.

The link to view the CoC Data Dashboard is:

<https://app.powerbi.com/view?r=eyJrIjoizM1NWVIMzAtY2Q3OS00NjcZLTkxNGQtNTc4ODM2NTg5Y2FmIiwidCI6ImQ1MmZhM2ViLTkwYjMtNDkyMS04YzAzLTc4NjBjZjMyOGEzYSIsImMiOiZ9&pageName=ReportSectionb7acc195e66627896582>

- b. Motion: Approve the CoC Data Dashboard developed by 2-1-1 Orange County utilizing HMIS data, Contact Call Center data and Coordinated Entry System Virtual Front Door data as reviewed by the Policies, Procedures and Standards Committee.

Tim Houchen motioned to approve the recommendation. Vice Chair Maricela Rios-Faust seconded the motion. The motion passed by unanimous consent.

- c. Board Member Comments:

- Dawn Price suggested 211OC consider updating age information on the dashboard with HMIS data.
- Albert Ramirez, Dawn Price and Becks Heyhoe praised the CoC Data Dashboard developed by 211OC with support from the OCC.

4. Approve State Emergency Solutions Grant – Coronavirus Round 1 and 2 Funding Recommendations – Zulima Lundy, CoC Manager

- a. Zulima Lundy provided an update on the outcome of the COVID-19 Homeless and Prevention Response RFP, Project A – Homeless Prevention. The selected vendors for Project A are currently implementing the County of Orange’s ERA Program that provides needed financial resources to prevent homelessness. Pathways of Hope is providing services in North SPA, Volunteers of America is providing services to Central SPA and Family Assistance Ministries is providing services in South SPA.

Zulima Lundy provided the background that detailed how the OCC and COVID-19 Homeless and Prevention Response RFP Panel came to the recommendations for Project B and the sole source with Family Solutions Collaborative (FSC).

Motion 4a: Approve the Project B – Rapid Rehousing Services Vendor Recommendations, as recommended by the COVID-19 Homeless and Prevention Response RFP Panel.

- Mercy House Living Centers for COVID-19 Response Rapid Rehousing Services, for the term of March 23, 2021, through June 30, 2022, for an amount not to exceed \$9,110,656.
- Interval House for COVID-19 Response Rapid Rehousing Services, for the term of March 23, 2021, through June 30, 2022, for an amount not to exceed \$200,000.
- People Assisting the Homeless (PATH) for COVID-19 Response Rapid Rehousing Services, for the term of March 23, 2021, through June 30, 2022, for an amount not to exceed \$1,714,219

George Searcy motioned to approve the recommendation. Natalie Bui seconded the motion. Becks Heyhoe, Patti Long and Dawn Price abstained from voting. The motion passed.

- b. Motion 4b: Approve Families Forward acting as the Fiscal Backbone for the Family Solutions Collaborative for COVID-19 Response Rapid Rehousing Services for Families for the term of March 23, 2021, through June 30, 2022, for an amount not to exceed \$3,971,625.

Chair Tim Shaw recused himself from Motion 4b and Vice Chair Maricela Rios-Faust led the motion. Donald Dermit motioned to approve the recommendation. Natalie Bui seconded the recommendation. Chair Tim Shaw and Patti Long abstained from voting. The motion passed.

5. Care Plus Program Update – Natalie Dempster, Data Integration Manager

- a. Natalie Dempster provided an update on the Care Plus Program (CPP) formerly known as the System of Care Data Integration System (SOCDIS). The CPP is a collaborative care coordination program for those most vulnerable across the County. The CPP aims to expedite the identification of needs and

complete successful linkages to services and resources by utilizing a Multi-Disciplinary Team approach. The County of Orange is currently in a pilot phase and the pilot phase will focus on providing care coordination for those experiencing homelessness. The development of the system will be completed by June 2021.

- 6. Orange County United Way Data Release Request –** Zulima Lundy, CoC Manager and Becks Heyhoe, OC United Way
- a. Zulima Lundy noted that the OC United Way is requesting aggregate data from HMIS on households that entered and exited homelessness, provided the background for the request and noted why it is being presented to the CoC Board for approval. Becks Heyhoe from OC United Way presented on the purpose of the data request, and previous uses of similar data.
 - b. Motion: Approve OC United Way’s data release request utilizing Homeless Management Information System (HMIS) data. OC United Way requests aggregate data from HMIS on households that entered and exited homeless service system for calendar year 2020.

Tim Houchen motioned to approve the motion. Natalie Bui seconded the motion. Chair Tim Shaw and Becks Heyhoe abstained from voting. The motion passed.

- 7. Open Letter to President Joe Biden and HUD Secretary Marcia Fudge –** Zulima Lundy, CoC Manager
- a. Zulima Lundy stated that on February 18, 2021, a representative from the Los Angeles County CoC, in partnership with the National Alliance to End Homelessness and more than 20 CoCs across the nation, reached out to the OCC and surrounding CoCs seeking broad support for an open letter to the new federal administration. The open letter (Attachment A) aims to bring awareness to the challenges CoCs face and how the COVID-19 pandemic response has created resources and opportunities to better help those experiencing homelessness. The goal of the open letter is to open the door for future dialogue with the administration on specific policy proposals that can help CoCs move the needle on driving down homelessness in our communities.
 - b. Motion: Approve the Orange County CoC to sign a joint letter to the new federal administration to bring awareness to three main points:
 - CoCs suffer from mandate confusion and scarcity
 - COVID-19 presented a different way forward: resources and alignments
 - Federal support and direction can allow us to use housing as the vaccine for homelessness.

Vice Chair Maricela Rios-Faust recommended to approve the motion. Dawn Price seconded the recommendation. The motion passed by unanimous consent.

- c. Public Comments:
 - Pat Davis praised the Open Letter to President Joe Biden and HUD Secretary Marcia Fudge and noted that the CoC Board should develop policies for implementation with funding moving forward.

Meeting Adjourned: 3:18 p.m.

Next Meeting: Wednesday, March 24, 2021, from 2 p.m. to 4 p.m.

Date: March 24, 2021

Subject: Receive and file approved data provided to Orange County United Way per prior CoC Board action on February 24, 2021.

Background:

On February 24, 2021, the CoC Board approved the OC United Way request submitted to 2-1-1 Orange County (211OC) requesting aggregate data from HMIS on households that entered and exited the homelessness system of care during the calendar year of 2020 (January 1, 2020, to December 31, 2020). The following data points were detailed in the request and approved by the CoC Board:

1. Number of unique individuals who experienced homelessness in 2020
2. Number of unique individuals who experienced homelessness for the first time in 2020
3. Number of unique families (households with at least one minor child) who experienced homelessness in 2020, and number of adults and children in those family households
4. Number of unique seniors (ages 62 and older) who experienced homelessness in 2020
5. Number of unique veterans who experienced homelessness in 2020
6. Number of unique Transitional Aged Youth (ages 18 to 24) who experienced homelessness in 2020
7. Number of unique individuals who exited homelessness into permanent housing in 2020
8. Number of unique families who exited homelessness into permanent housing in 2020, and number of adults and children in those family households
9. Number of unique seniors who exited homelessness into permanent housing in 2020
10. Number of unique veterans who exited homelessness into permanent housing in 2020
11. Number of unique Transitional Aged Youth who exited homelessness into permanent housing in 2020

Data Request Report Summary:

On March 1, 2021, 211OC completed the data request and submitted the following data report to Orange County United Way:

OC United Way Data Request	Total
Unique individuals who experienced homelessness in 2020	13,252
Unique individuals who became homeless for the first time in 2020	5576
Unique families who experienced homelessness in 2020	968
Adults in families who experienced homelessness in 2020	1352
Children in families who experienced homelessness in 2020	1940
Unique seniors (62+) who experienced homelessness in 2020	1593
Unique veterans who experienced homelessness in 2020	782
Unique Transitional Aged Youth (TAY) who experienced homelessness in 2020	616
Unique individuals who exited homelessness into permanent housing in 2020	2336
Unique families who exited homelessness into permanent housing in 2020	382
Adults in families who exited homelessness into permanent housing in 2020	530

Children in families who exited homelessness into permanent housing in 2020	746
Unique seniors who exited homelessness into permanent housing in 2020	181
Unique veterans who exited homelessness into permanent housing in 2020	114
Unique TAY who exited homelessness into permanent housing in 2020	146

This report includes clients active in HMIS during the calendar year 2020 in emergency shelter, transitional housing, street outreach, and coordinated entry projects. If the client has multiple enrollments, the latest enrollment was utilized. These numbers do not match the System Performance Report (SPM) submitted to the U.S. Department of Housing and Urban Development because the reporting period of the SPM is October 1, 2019 to September 30, 2020, and the SPM only includes enrollments in emergency shelter and transitional housing projects.

OC United Way will utilize the requested information to share with the United to End Homelessness Leadership Council, will be utilized in OC United Way's Homelessness 101 classes and will be available on Orange County United Way's website. OC United Way will publish the information on the United to End Homelessness website, the Orange County United Way Scorecard and in the Homelessness 101 class curriculum.

Date: March 24, 2021

Subject: Approve Project C – COVID-19 Responsive Homeless Services Funding Recommendations

Recommended Actions:

- a. Approve the Project C – COVID-19 Responsive Homeless Services Vendor Recommendations, as recommended by the COVID-19 Homeless and Prevention Response RFP Panel.
 - i. Kingdom Causes, Inc. dba City Net for COVID-19 Responsive Homeless Services for the North Service Planning Area for the term of May 1, 2021, through June 30, 2022, for an amount not to exceed \$575,073
 - ii. Interval House for COVID-19 Responsive Homeless Services for the Central Service Planning Area, for the term of May 1, 2021, through June 30, 2022, for an amount not to exceed \$176,088.
 - iii. Orange County United Way for COVID-19 Responsive Homeless Services for the South Service Planning Area, for the term of May 1, 2021, through June 30, 2023, for an amount not to exceed \$998,728.

Background:

On July 22, 2020, the CoC Board appointed an ad hoc of non-conflicted members to work with the Office of Care Coordination (OCC) to release a request for proposals (RFP) for the COVID-19 Response Funding. After meeting with the ad hoc, on August 5, 2020 the CoC Board authorized the OCC to release an RFP to solicit proposals for COVID-19 Response Homeless and Prevention Response.

On September 9, 2020, HCA issued a Request for Proposal (RFP) to seek qualified providers for COVID-19 Homeless and Prevention Response Services, with three separate projects types identified within: Homeless Prevention Services, Rapid Rehousing Services and COVID-19 Responsive Services. The award of these contracts is specifically for COVID-19 Responsive Services There were 11 respondents to the COVID-19 Responsive Homeless Services project in the RFP. An evaluation panel consisting of one HCA representative and two non-HCA representatives evaluated the proposals and recommended award of contracts to Kingdom Causes, Inc. dba City Net (City Net), Interval House and Orange County United Way. HCA has completed successful negotiations with the providers and recommends award of contracts to City Net, Interval House, and Orange County United Way.

On January 19, 2021, the CoC Board approved the use of Homeless Housing, Assistance and Prevention (HHAP) Round 1 funding to support the funding of Project C – COVID-19 Responsive Homeless Services from the COVID-19 Response Homeless and Prevention Response. The available HHAP Round 1 funding for Project C proposals was \$2,595,312, after considering all prior CoC Board commitments and funding decisions. No less than 50 percent of the HHAP Round 1 funding must be contractually obligated by May 31, 2021. By June 30, 2025, 100 percent of the HHAP funds must be fully expended.

Total HHAP Round 1 funding recommendations for COVID-19 Responsive Homeless Services totals \$1,749,889.

Agency	Service Planning Area	Contract Term	Funding Amount
City Net	North	May 1, 2021 - June 30, 2022	\$575,073
Interval House	Central	May 1, 2021 - June 30, 2022	\$176,088
Orange County United Way	South	May 1, 2021 - June 30, 2022	\$998,728

City Net – Outreach and Housing Navigation Services

City Net will provide regional street outreach and housing navigation services in the North Service Planning Area. The program will engage individuals experiencing homelessness and work to build relationships that offer support and connections to homeless service and assistance programs, including access to regional shelters. Housing navigation services will support the participant in identifying available housing units and resources, completed needed forms and applications for housing, as well as providing support through in-person or teleconference meetings relating to housing search and placements. Additionally, City Net will provide COVID-19 education and resources that will support access to updated guidelines and safety measures, facial coverings and/or masks, COVID-19 vaccines, COVID-19 testing, and additional services as necessary.

Interval House – Emergency Flexible Funding for Housing

Interval House’s Emergency Flexible Funding for Housing will serve individuals experiencing homelessness in the Central Service Planning Area who are struggling to become safely and stably housed during the COVID-19 pandemic. The program will focus on assisting eligible households with time-limited exigent financial needs that pose a barrier to housing and economic stability while providing housing-focused case management. Emergency flexible funding will serve as a critical cost effective, short-term intervention for eligible participants to prevent the exacerbation of financial debt, support with credit management and effectively addressing homelessness. Interval House’s Emergency Flexible Funding for Housing will serve 22 households from the Central Service Planning Area during the term of the contract.

Orange County United Way – Welcome Home OC Program

The Welcome Home OC program encourages private market rental property owners to facilitate, maintain and expand housing opportunities for individuals experiencing homelessness in Orange County. The identified rental units are made available to individuals who have been issued federal housing choice vouchers and are actively seeking a rental unit to move into. The Welcome Home OC program will focus on serving at least 40 households from the South Service Planning Area during the term of the contract.

The Welcome Home OC Program will provide the following three core services:

- Property owner network – engages with private market property owners to identify private market units that meet the Fair Market Rate, increase the availability of rental units that can be available to Participants with federal housing choice vouchers, and match available rental units to the needs of Participant’s preferences and requirements.
- Housing navigation – assists participants with completing rental applications, providing an overview of rental unit leases and requirements, and providing financial assistance that can pay for unit holding fees, rental and unity deposits, and other rental costs.
- Housing stabilization services – establish a housing stabilization plan to address the unique needs of participants, provide 12-months of case management and facilitate linkages to supportive housing.

Analysis:

Approval of the recommended action will support the Office of Care Coordination in contracting with the three homeless service providers – City Net, Interval House, and Orange County United Way. These contracts will provide individuals and families experiencing homelessness with innovative solutions that will increase access to secure permanent housing and further enhance their overall health and wellbeing during the COVID-19 pandemic.

Date: March 24, 2021

Subject: Open Letter to the Homeless Coordinating and Financing Council (HCFC)

Recommended Actions:

- a. Approve the Orange County CoC to sign a joint letter to the HCFC to include Trauma-Informed Design and Care in the list of “Key Principles and Practices” within the HCFC Draft Action Plan

Background:

On March 2, 2021, the Institute for Urban Initiatives reached out to the Office of Care Coordination, as the Collaborative Applicant for the Orange County CoC, seeking broad support for an open letter to the HCFC asking them to include Trauma-Informed Design and Care under “Key Principles and Practices” in its [draft Action Plan](#) for Preventing and Ending Homelessness in California. The open letter (Attachment A) aims to include Trauma-Informed Design and Care as it aligns well with the “Key Principles and Practices” currently listed in the draft Action Plan, which include:

- **Aligning State Activities with Housing First Approaches**, which emphasizes “removing barriers to and fundamentally focused on ensuring people have access to permanent housing and the right level of services to support their success, as quickly as possible.”
- **Seeking and Valuing the Expertise of People with Lived Experiences of Homelessness**, which stresses the importance of “Effective and efficient systems, programs, and strategic decisions for preventing and ending homelessness are strengthened when they are deeply informed by and guided by people who have expertise that is grounded in lived experiences of homelessness.”
- **Creating Solutions for the Full Diversity of People Experiencing Homelessness**, which highlights that “HCFC also recognizes that strategies, activities, and programs must be tailored to address the specific needs of people with different experiences and identities.”
- **Pursuing Racial Equity and Justice**, which stresses that “HCFC and its member agencies are committed to deepening their knowledge and understanding of these issues” and “racially disparate impacts of housing instability and homelessness, are clear, stark, and even deadly.”

The following eight Southern California CoCs have listed their CoC name in support of the letter, Ventura, Riverside, Los Angeles, San Bernardino, Gelvandale, Santa Barbara, Kern and Imperial. The letter is only asking the HCFC to include Trauma-Informed Design and Care in the list of “Key Principles and Practices” and does not involve any legislation or funding approvals.

Analysis:

The recommended action will allow the Orange County CoC to sign on to a letter on behalf of the Orange County CoC in effort to join local CoCs to request that Trauma-Informed Design and Care be incorporated in the HCFC’s draft Action Plan for Preventing and Ending Homelessness in California.

March 23, 2021

Homeless Coordinating and Finance Council
915 Capitol Mall, Suite 350-A
Sacramento, CA 95814

Re: Incorporating Trauma-Informed Design and Care into Action Plan

Dear Homeless Coordinating and Financing Council members:

The many jurisdictional and agency leaders listed below, thank you for your deep and unwavering commitment to address homelessness. We recognize the significant progress the Council has made to date concerning the draft *Action Plan for Preventing and Ending Homelessness in California* (Action Plan). As you consider adopting the Action Plan at your March 23, 2021 meeting, we respectfully request that Trauma-Informed Design and Care be included under *the Key Principles and Practices* of the Action Plan.

Trauma-Informed Design and Care aligns well with the Key Principles and Practices currently listed in the Action Plan, which include:

- ***Aligning State Activities with Housing First Approaches***, which emphasizes removing barriers to and fundamentally focused on ensuring people have access to permanent housing and the right level of services to support their success, as quickly as possible;
- ***Seeking and Valuing the Expertise of People with Lived Experiences of Homelessness***, which stresses the importance of Effective and efficient systems, programs, and strategic decisions for preventing and ending homelessness are strengthened when they are deeply informed by and guided by people who have expertise that is grounded in lived experiences of homelessness;
- ***Creating Solutions for the Full Diversity of People Experiencing Homelessness***, which highlights that HCFC also recognizes that strategies, activities, and programs must be tailored to address the specific needs of people with different experiences and identities;
- ***Pursuing Racial Equity and Justice***, which stresses that HCFC and its member agencies are committed to deepening their knowledge and understanding of these issues” and “racially disparate impacts of housing instability and homelessness, are clear, stark, and even deadly.

The U.S. Department of Health and Human Services’ Substance Abuse and Mental Health Services Administration (SAMHSA) core components of trauma-informed design and care has been widely accepted by public and private agencies working towards solving homelessness.

SAMSHA’s core components of trauma-informed care:

- Understand that trauma begins with an event or experience that overcomes normal coping mechanisms;
- Recognize that trauma is both the event or experience and the particular response to the event or experience;
- Aware that re-traumatization can occur when someone is exposed to a person, place, event, situation, or environment that can cause the person to re-experience past trauma anew by

replicating elements of the original trauma such as loss of power, control, or personal safety without replicating the actual event;

- Understand the impact of power differentials and ways that someone can be diminished in voice and choice (e.g., coercive treatment);
- Share decision-making, choice, and goal setting to determine the plan of action someone needs to heal and move forward;
- Incorporate policies, protocols, and processes that are responsive to the racial, ethnic, gender, and cultural needs of individuals served including historical trauma.

SAMSHA's core components of trauma-informed design:

- Realizing how a physical environment affects identity, worth, and dignity, and how it can promote empowerment;
- Recognizing that a physical environment has an impact on attitude, mood and behavior because there is a strong link between one's physiological state, emotional state and the physical environment; and
- Responding by intentionally designing and maintaining healing environments that reduce and remove known adverse stimuli and environmental stressors to resist re- traumatization.

Trauma-Informed Design and Care is an Evidence-Based Best Practice

Over the past decade, Trauma-Informed Design and Care has become a burgeoning evidence- based practice that is widely accepted by public and private agencies working together to solve homelessness. In fact, the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration recognizes the importance of Trauma-Informed Care and Design and their core components of trauma-informed care is widely accepted.

Trauma-Informed Design and Care will Remove Barriers for Individuals Desperately in Need of Services, Shelter, and Permanent Housing

Trauma-Informed Design and Care incorporates the principles of trauma-informed care into design with the goal of creating a physical space that promotes safety, well-being, and healing. This is essential in removing barriers for individuals that are reluctant to receiving services for fear of being retraumatized.

Incorporating Trauma-Informed Design and Care will Further the Work Already Underway

Trauma-Informed Design and Care complements the Key Principles and Practices currently listed in the Action Plan could be described similarly to aligning state activities with Housing First Approaches. Including Trauma-informed Design and Care in communications, guidance, technical assistance and training, and the implementation of State programs will ensure people have access to housing and the right level of services to support their success.

For the reasons listed above, we respectfully request that Trauma-Informed Design and Care be incorporated in the Action Plan.

List of Supporters:

Date: March 24, 2021

Subject: HMIS Data Release Request from Children & Family Futures

Recommended Actions:

- a. Approve Children & Family Futures data release request utilizing Homeless Management Information System (HMIS) data. Children & Family Futures requests aggregate data from HMIS for all homeless projects from 2018 to 2020 regarding veteran families experiencing homelessness and incidence of mental health, substance use and domestic violence.

Background:

On February 25, 2021, Larisa Owens from Children & Family Futures submitted a data request to 2-1-1 Orange County (211OC) requesting aggregate data from HMIS on veteran families enrolled in homeless programs, broken down by program from 2018 to 2020. The data request looks at the incidence of mental health, substance use, domestic violence, and child welfare cases. Ms. Owens submitted the request as an individual requesting the information for personal use and noted that data will not be published. Ms. Owens noted that disclosure of the requested information is likely to contribute significantly to public understanding of the operations or activities.

The following data points were requested by Children & Family Futures:

1. Total veteran household with minor children at risk of homelessness
2. Veteran household with minor children with mental health noted as risk of homelessness
3. Veteran household with minor children with domestic violence noted at risk of homelessness
4. Veteran household with minor children with substance abuse noted at risk of homelessness
5. Veteran household with minor children with a Child Welfare Case noted at risk of homelessness
6. Total Veteran household with minor children and homeless
7. Veteran household with minor children with mental health noted and homeless
8. Veteran household with minor children with Domestic Violence noted and homeless
9. Veteran household with minor children with substance abuse noted and homeless
10. Veteran household with minor children with a Child Welfare Case noted and homeless, (may be duplicated)

Additional information and details were requested of Ms. Owens as the data request was being evaluated. The following is additional information to assist the CoC Board on evaluating the HMIS data request.

1. How will this information be used and shared?
 - a. This information will be used to gain an understanding of the families of veterans that are affected by homelessness and at risk of homelessness in OC.
2. How will it contribute “significantly to public understanding of the operations or activities”?
 - a. It will contribute to gaining knowledge if the data is underrepresenting this population. Children and families of veterans are often unidentified and underreported based on the wording of the question at intake and answers available. For example, Head of Household

Veteran “status”. The data publicly reported may only include veterans and/or only if the veteran is the “head of household”. The national data shows that a high percentage of homeless veterans have children. The exact methods that the question is asked can affect the data collected and reported.

- 3. Is the purpose to understand and improve CFF programs?
 - a. CFF does not provide direct services

211OC has evaluated the requested data points and determined that of the above list only items 6-9 can be provided based on information collected in HMIS.

Based on the approval from the HMIS Policies and Procedures, requests for HMIS data must be reviewed and approved by the CoC Board prior to the data being released if the request meets any of the criteria below:

Data Request Criteria	HMIS Participating Agency		Entity Does not Participate in HMIS		CoC Board Sub-Committee	
	Approved	Needs Approval	Approved	Needs Approval	Approved	Needs Approval
Aggregate system level data	X			X	X	
De-identified client level data		X		X	X	
Ongoing data requests	X			X		X
For use as research		X		X	X	
For media release		X		X		X
For other public use		X		X		X

Although Children & Family Futures is requesting aggregate data, the Children & Family Futures is not an HMIS participating agency which requires an approval by the CoC Board.