



**Orange County
Continuum of Care Board
April 28, 2021**

System of Care Update

Jason Austin, Director of Care Coordination
Office of Care Coordination

Business Calendar – Item #1

County of Orange Emergency Rental Assistance Program



Visit the Website at:
www.ERA.211OC.org



Text ERA to 898211



Call 2-1-1

- **Second open application period opened April 1, 2021, and will close April 30, 2021.**
- **Up to \$10,000 maximum per rental household**
- **Eligible Households**
 - Households with income at or below 50 percent of the Area Median Income (AMI), or
 - Households with one or more members currently experiencing unemployment for 90 days or more at the time of application and have an annual income at or below 80% AMI

Business Calendar – Item #1

The State of California's ERA Program is referred to as CA COVID-19 Rent Relief or Housing is Key.

- Applications will be accepted for residents of Orange County starting on May 1, 2021
- Landlords and renters can apply.
- Priority for households that have an income of 50% or below of Area AM.



CA COVID-19 RENT RELIEF

Check eligibility and apply for rent and utility relief at [HousingIsKey.com](https://www.HousingIsKey.com) or call 833-430-2122 today.



Business Calendar – Item #1

Project Roomkey

- The County of Orange continues to operate Temporary isolation shelters for individuals experiencing homelessness who are COVID-19 sick or symptomatic
- Total capacity to serve 150 individuals
- Referrals into the program are made by Public Health Services, hospitals, shelters, street outreach teams, and law enforcement

Business Calendar – Item #1

COVID-19 Vaccination Efforts at Homeless Shelters

- Office of Care Coordination is working with Incident Management Team, Public Health Services and Orange County Fire Authority
- The Office of Care Coordination has contacted all shelters in the county
- The second round of vaccine clinics at shelter sites started Monday, April 19, 2021
- To date a total of 840 vaccines have been administered at shelter sites.
- Efforts will continue to make vaccines available to all shelter participants

Business Calendar – Item #1

Homekey Program Round 2 Request for Information (RFI)

- The State of California anticipates \$750 million in additional funding for Homekey Program Round 2
- The County of Orange (County) is seeking developers that have experience with the acquisition, rehabilitation and use of property for permanent supportive housing and may have identified sites or are willing to work with the County on potential sites for the Homekey Program
- Homekey Program funds housing projects that serve those who are experiencing homelessness or who are at risk of homelessness and who are impacted due to the COVID-19 pandemic
- RFI deadline is Friday, April 30, 2021. For more information visit: <https://www.occr.ocgov.com/civicax/filebank/blobdload.aspx?BlobID=119759>

Continuum of Care (CoC) Updates

Zulima Lundy, Continuum of Care Manager

Business Calendar – Item #2

Housing Inventory Count (HIC) and Point In Time (PIT) Update

- Due on May 14, 2021, to the U.S. Department of Housing and Urban Development (HUD)
- Presentation on the submitted HIC and PIT will be shared with the CoC Board next month
- Thank you for the agencies support with this effort

Business Calendar – Item #2

HUD Withdraws Proposed Changes in Equal Access Rules for Homelessness Resources

- The Equal Access Rule ensures that all individuals – regardless of sexual orientation or gender identity-have equal access to the homelessness programs, shelters, other buildings and facilities, benefits, services, and accommodations
- On April 22, 2021, HUD announced the withdrawal of the previous administration's proposed rule that would have weakened the Equal Access Rule
- On August 26, 2020, the Orange County CoC approved signing on to a joint letter in opposition to the proposed changes in equal access rules.

Business Calendar – Item #2

Update on HUD's SNAPS Email Distribution Lists

The Office of Special Needs Assistance Programs (SNAPS) has updated their listservs on how they communicate information

- To subscribe to the SNAPS Competitions listserv please click on the link: <https://www.hud.gov/subscribe/signup?listname=SNAPS%20Competitions&list=SNAPS-COMPETITIONS-L>
- To subscribe to the SNAPS Program Information listserv please click on the link: <https://www.hud.gov/subscribe/signup?listname=SNAPS%20Program%20Information&list=SNAPS-PROGRAM-INFORMATION-L>

Business Calendar – Item #2

Homeless Services Programs Update

Homeless Emergency Aid Program (HEAP) Services – Contract Renewals

- Board of Supervisors approved contracts on April 13, 2021.
 - Families Forward
 - City of Laguna Beach
 - Family Assistance Ministries
 - City Net
 - Mercy House
- The Office of Care Coordination is working with providers to continue the provision of services with no interruption to participants

Project C: COVID-19 Responsive Homeless Services

- Board of Supervisors approved contracts on April 27, 2021.
 - Interval House for Central Service Planning Area
 - OC United Way for South Service Planning Area
- The Office of Care Coordination will be working with providers to launch COVID-19 Responsive Homeless Services as quickly as possible

Business Calendar – Item #2

Alternative Shelter Placement Update

- Letter of Agreements for the provision of Alternative Shelter Placement are an available resource to the Continuum of Care Providers
- Maximizing Funding Available
 - Expenditures through December 30, 2020 paid with CARES Act funding
 - \$1.2 million of \$1.2 million of State COVID-19 Homelessness Responses funding allocated to the CoC has been committed to date
 - Office of Care Coordination utilizing additional State funding source to continue provision of services through June 30, 2021
- Approximately 21,449 alternative shelter nights have been provided since the program was implemented
- Currently assisting 60 households with alternative shelter
 - 15 families experiencing unsheltered homelessness
 - 45 individuals at high risk for severe COVID-19 illness

Business Calendar – Item #2

Lived Experience Advisory Committee Update

Purpose: to ensure the perspectives of individuals with current and/or past lived experience of homelessness are included in the decision-making process

- Seeking diverse membership:
 - Experiencing homelessness in the North, Central or South Service Planning Area
 - Subpopulations – Family, veterans, transitional aged youth, survivors of domestic violence, different disabling conditions, LGBTQ community, BIPOC, and seniors
- Application period is open until May 15, 2021. For more information and to access the application visit:
<https://www.ochealthinfo.com/lived-experience>

Business Calendar – Item #2

Coordinated Entry System (CES) Update

- CES for Individuals data migration into HMIS is now complete.
- Manual data entry is currently underway by CES and HMIS staff to update records from December 2020 to April 2021
- If you are an HMIS participating agency, an email seeking review and approval of CES records will be sent out early next week
- Please continue to monitor your emails for additional instructions and details
- Goal is to have CES for Individuals fully in HMIS by mid-May 2021

**Presentation on Community Care
Response Team (CCRT) Program:
Pathway Home**

Albert Ramirez, Grace Stepter, Jorge Cisneros,
and Sandra Lozeau
City of Anaheim

CONTINUUM OF CARE BOARD



**CITY OF ANAHEIM - COMMUNITY CARE RESPONSE TEAM
PRESENTED APRIL 28, 2021**

**CHIEF OF POLICE, JORGE CISNEROS, INTERIM COMMUNITY & ECONOMIC DIRECTOR, GRACE STEPTER AND
COMMUNITY PRESERVATION & LICENSING MANAGER/HOMELESS LIAISON, SANDY LOZEAU**

To Maintain a Safe Community to Live, Work and Play



- *Divert Non-Emergency/Non-Criminal Calls to CCRT*
- *Shelter, House and help more neighbors*
- *Provide COVID information and personal protection equipment*
- *Regionalize our pilot program countywide*



RESEARCH AND DEVELOPMENT TEAM

From right to left – Sandy Lozeau, Chief Cisneros, Lt. Glenn and Lt. Yepes

COMPONENTS OF CCRT

- Seven day a week, 14-hour shifts, 7:00 A.M. to 9:00 P.M.
- Live hotline during shifts and message center for after hours – 714-820-9090
- CCRT comprises of the following skilled professionals
 - Outreach workers
 - Mental Health Clinicians
 - Nurse Practitioners
 - Plain-clothes Safety Officer
- Funded entirely with Federal Emergency Solutions Grant
- Matching individuals to housing



To Maintain a Safe Community to Live, Work, and Play

CCRT EFFORTS

- 3.09 avg daily street exits
- 30% of homeless calls into APD diverted to CCRT
- 23% of all contacts accept shelter
- 220+ into shelter, transitional housing or other bridge housing
- 20 into permanent housing
- 8 into treatment or medical facility



APRIL 25, 2021

ANAHEIM, CALIFORNIA



City Net



CUMULATIVE YEAR-TO-DATE TOTALS

1561

OUTREACH CONTACTS

673

CASE MANAGEMENT

356

STREET EXITS

789

COVID-19 ENGAGEMENTS

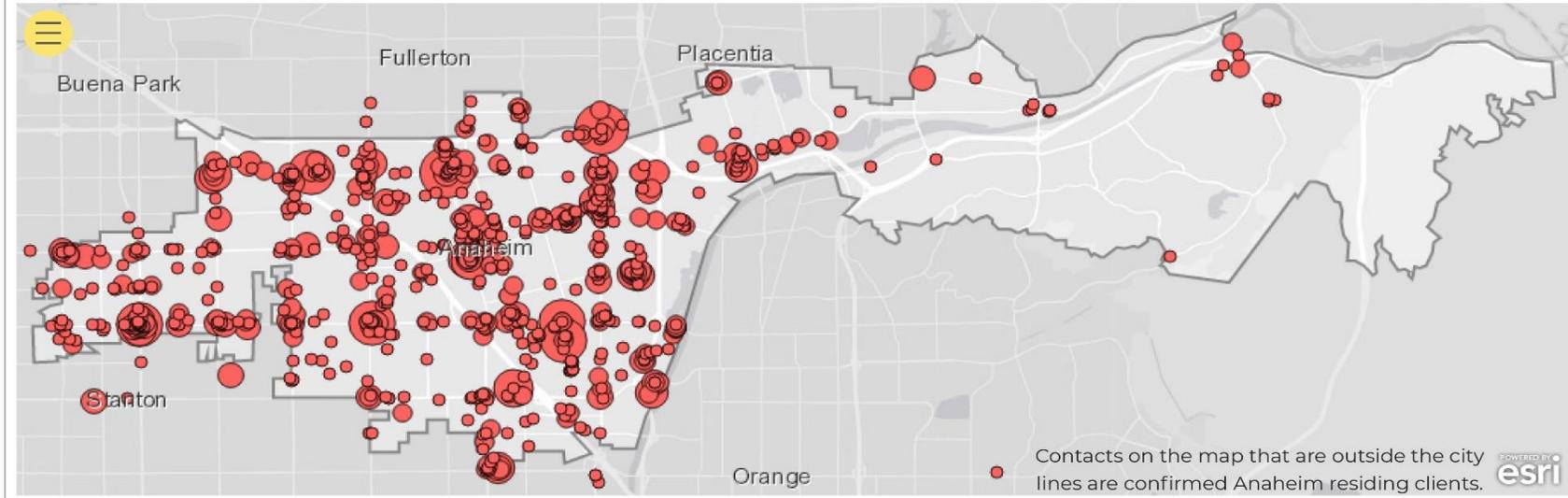
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MENTAL HEALTH ASSESSMENTS

8

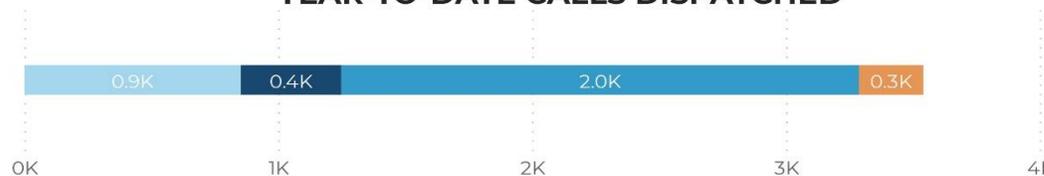
MEDICAL ASSISTANCE

YEAR-TO-DATE OUTREACH CONTACTS



YEAR-TO-DATE CALLS DISPATCHED

- Anaheim Anytime
- APD Dispatch
- Direct Community Calls
- Proactive Contact



3541
CALLS DISPATCHED

To Maintain a Safe Community to Live, Work, and Play

CCRT and COVID-19 FOCUS

- Information provided in the field
- Personal Protection Equipment provided
 - Masks
 - Hand sanitizer
 - Hygiene kits
- How to protect yourself against COVID in the streets
- Where you can be tested
- Where you can get vaccinated
- Symptoms to be aware of
- Provide CalOptima contact number for assistance



COVID-19 INFORMATION

How to protect yourself and others:

-  Keep at least 6 feet of distance from other people.
-  Cover your mouth and nose with a mask when around others, even inside.
-  Cover coughs and sneezes with a tissue or your elbow.
-  Wash your hands frequently.
-  Avoid touching your eyes, mouth, and nose.
-  Avoid large crowds when you can.
-  Find ways to stay connected with family and friends while apart.

Are you currently experiencing any of the following symptoms?

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Tiredness
- Muscle or body aches
- Headache
- Sore throat
- New loss of taste or smell
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If you are experiencing symptoms, notify your healthcare provider.
If you are having a medical emergency, call 9-1-1.

For CalOptima members, contact
CalOptima 24/7 Nurse Advice Line at (844) 447-8441
or CalOptima Member Services at (888) 587-8088.

If you do not have health insurance or a healthcare provider,
please call 2-1-1 to get connected with a County Public Health Nurse.
If you are currently unsheltered and experiencing COVID-19 symptoms,
please contact your service providers (case managers, shelter staff, and
other service providers) as they may be able to assist you with accessing
shelter for temporary isolation and receiving medical care as needed.

To Maintain a Safe Community to Live, Work, and Play

Anaheim's Pathway Home

► **Developments:** Seven communities for formerly homeless completed and planned:

- Tyrol Plaza (30)
- Diamond Aisle (25)
- Casa Del Sol (4)
- Rockwood (63)
- El Verano (27)
- Manchester/Orangewood (20)
- Econo Lodge Motel Conversion (69)

► **Total Beds:** 238



To Maintain a Safe Community to Live, Work, and Play

CONTACT ANAHEIM CCRT



WEBSITE - [Community Care Response Team | Anaheim, CA - Official Website](https://www.cityofanaheim.net/Community-Care-Response-Team)

LIVE HOTLINE – 714-820-9090

EMAIL – CCRT@CITYNET.ORG

SANDY LOZEAU

slozeau@anaheim.net

714-765-4413



To Maintain a Safe Community to Live, Work, and Play

**Homeless Coordinating and Financing
Council (HCFC) Update**

Zulima Lundy, CoC Manager

**A. Overview of the
2020 Annual Funding Report**

Business Calendar – Item #4

Overview

- The 2020 Annual Funding Report provides an update on two grants — the Homeless Emergency Aid Program (HEAP) and Round 1 of the Homeless Housing, Assistance, and Prevention Program (HHAP Round 1)
- The report serves as a summary of data collected, from all HEAP and HHAP grantees through September 30, 2020.
- The report provides a synopsis of HEAP and HHAP Round 1 expenditures, performance metrics, and narratives around key initiatives in the areas of racial equity and strategic partnerships
- 2020 Annual Funding Report Link:
https://www.bcsh.ca.gov/hcfc/documents/2020_grants_annual_report.pdf

**B. Overview of the Homeless Data
Integration System (HDIS)**

Business Calendar – Item #4

What is HDIS?

- HDIS is a statewide data warehouse that compiles HMIS data from the 44 CoCs in California.
- CoCs provide a full range of services including homelessness prevention services, street outreach services, permanent housing interventions and a range of other strategies aligned with California's Housing First objectives.
- Integration of these data into HDIS establishes California's first statewide repository of common homelessness data and streamlines information and analysis by combining information from 44 separate systems into one single point of access.
- Data is collected quarterly.

Business Calendar – Item #4

Who Contributes Data to HDIS?

- Homeless service providers that participate in each of the 44 California CoC Homeless Management Information Systems (HMIS) participate in HDIS
- Because not all service providers participate in HMIS, those that do not participate in HMIS are omitted from HDIS.
- HDIS ensures data privacy via multifactor authentication, secure socket layer encryption during data transfer, and encrypting data on servers.

Business Calendar – Item #4

Insights from HDIS

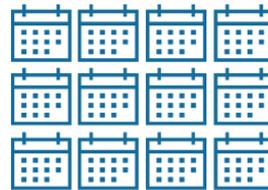
Point-in-Time



161,548 people experienced homelessness on a single night in January 2020

The HUD Point-in-Time Count tells us how many people were outside or in an emergency shelter on one night

Served Annually



In 2020, local providers reported serving a total of **248,130** people

Local Providers across California report how many people experiencing homelessness receive services over one year

Housed



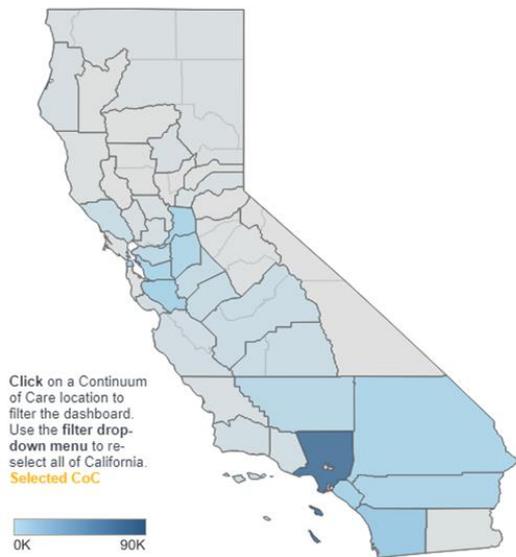
Of the people who were served, **91,626** people moved into a place they can call home throughout 2020

With HDIS, we now know how many people were permanently housed by local providers over the same one-year period



Business Calendar – Item #4

Comparison of People Experiencing Homelessness in State and Orange County CoC



Of the 248,130 people who accessed the California homelessness response system in 2020:

160,238
Individuals

84,710
People in families with children

There were:

24,690
Unaccompanied youth included in individual and family groups



Of the 11,853 people who accessed the Orange County CoC homelessness response system in 2020:

7,758
Individuals

4,173
People in families with children

There were:

793
Unaccompanied youth included in individual and family groups

Business Calendar – Item #4

Comparison of Demographics of People Who Were Served in State and Orange County CoC

In 2020 within the **California** homelessness response system the **248,130** people experiencing homelessness reflected the following characteristics:

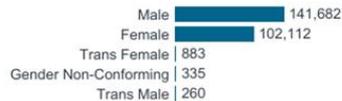
Race



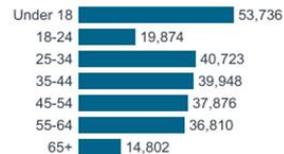
Ethnicity



Gender



Age



9%

identified as **veterans**

17,301 of 186,506 adults

41%

reported **disabling condition(s)**

102,607 of 248,130 people

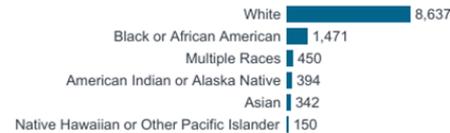
17%

reported having experienced **domestic violence**

33,686 of 194,787 people

In 2020 within the **Orange County CoC** homelessness response system the **11,853** people experiencing homelessness reflected the following characteristics:

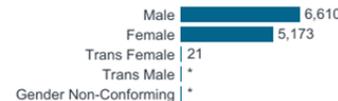
Race



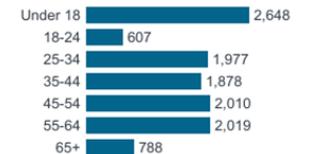
Ethnicity



Gender



Age



9%

identified as **veterans**

836 of 9,110 adults

46%

reported **disabling condition(s)**

5,419 of 11,853 people

22%

reported having experienced **domestic violence**

2,065 of 9,303 people

HDIS Website Link: <https://www.bcsb.ca.gov/hcfc/hdis.html>

**C. Overview of the Action Plan for
Preventing and Ending Homelessness**

Business Calendar – Item #4

Key Principals and Practices

The implementation of the Action Plan is aligned with several key principles and practices, including:

- Pursuing racial equity and justice;
- Creating solutions for the full diversity of people experiencing homelessness;
- Seeking and valuing the expertise of people with lived experiences of homelessness;
- Aligning State activities with Housing First approaches;
- Balancing crisis response and permanent housing solutions; and
- Shared responsibility, accountability, and efficiency across State departments and programs, in close coordination with local communities.

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Five Action Areas

The Action Plan drives progress across five Action Areas, inclusive of the full range of actions necessary to prevent and end homelessness:

- **Action Area 1.** Strengthening Our Systems to Better Prevent and End Homelessness in California
- **Action Area 2.** Equitably Addressing the Health, Safety, and Services Needs of Californians Experiencing Unsheltered Homelessness
- **Action Area 3.** Expanding Communities' Capacity to Provide Safe and Effective Sheltering and Interim Housing
- **Action Area 4.** Expanding and Ensuring Equitable Access to Permanent Housing in Our Communities
- **Action Area 5.** Preventing Californians from Experiencing the Crisis of Homelessness

Business Calendar – Item #4

Implementation and Performance Measurement

- The Action Plan identifies objectives that cover the State’s FY 20-21 through FY 22-23 and focuses on the highest-priority strategies and efforts that will have the greatest impact.
- HCFC will use data from HDIS, from the HUD, and from the California Department of Education in order to assess the impact of Federal, State, and local efforts; to document and analyze racial inequities; and to refine objectives.
- The Action Plan will be implemented through existing teams and structures, and through the creation of five interagency Working Groups at the State.
- Action Plan for Preventing and Ending Homelessness link: https://www.bcsb.ca.gov/hcfc/documents/action_plan.pdf

Longitudinal System Analysis (LSA) Overview

Zulima Lundy, CoC Manager

Erin DeRycke, 2-1-1 Orange County

Longitudinal Systems Analysis (LSA) FY 2020

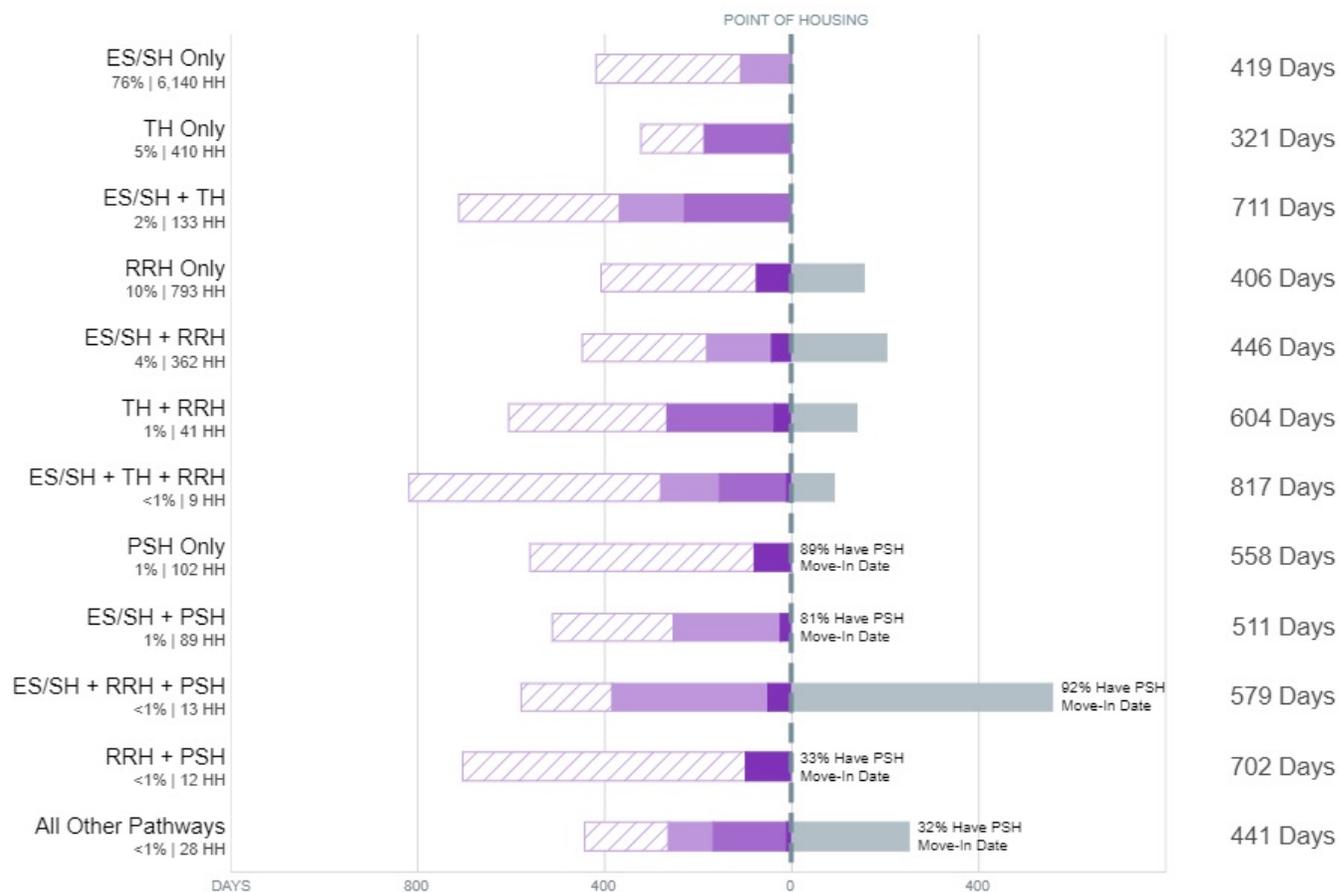


Every year, HUD submits an Annual Homeless Assessment Report (AHAR) to the US Congress. The AHAR is a national-level report that provides information about homeless service providers, people and households experiencing homelessness, and various characteristics of that population. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness. The LSA report is produced from each CoC's Homeless Management Information System (HMIS), and is compiled to create the AHAR report to Congress. The LSA includes Emergency Shelter, Safe Haven, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, and Other Permanent Housing projects that are participating in HMIS during the reporting period, which is October 1st through September 30th. All data is for Funding Year (FY) 2020, which is 10/01/19 - 09/30/20, unless otherwise noted.

Days Homeless by Pathways

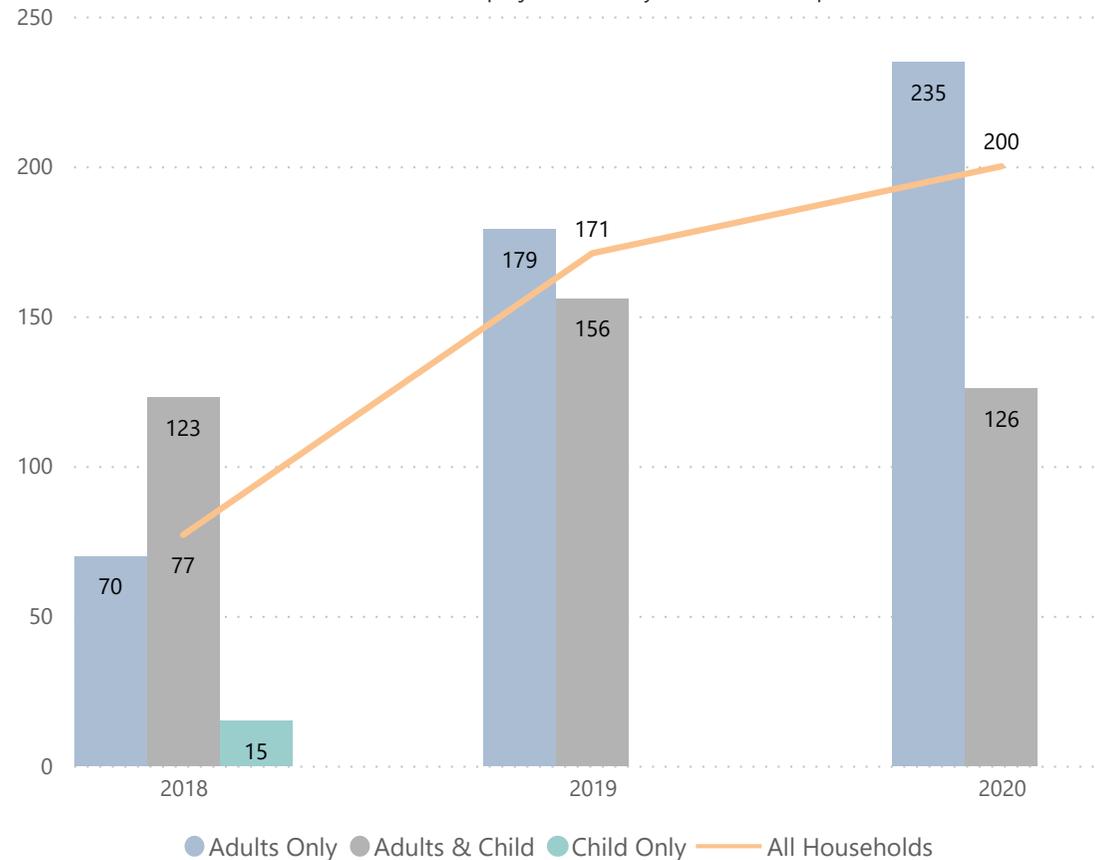
Percent and number of households that used each pathway and average cumulative days that households in each pathway group were homeless.

All Households in System (8,132)



Days Homeless Trend by Household Types

For each reporting year, the average cumulative, unduplicated number of days that households were served in ES, SH, or TH projects; and days in RRH or PSH prior to move-in.



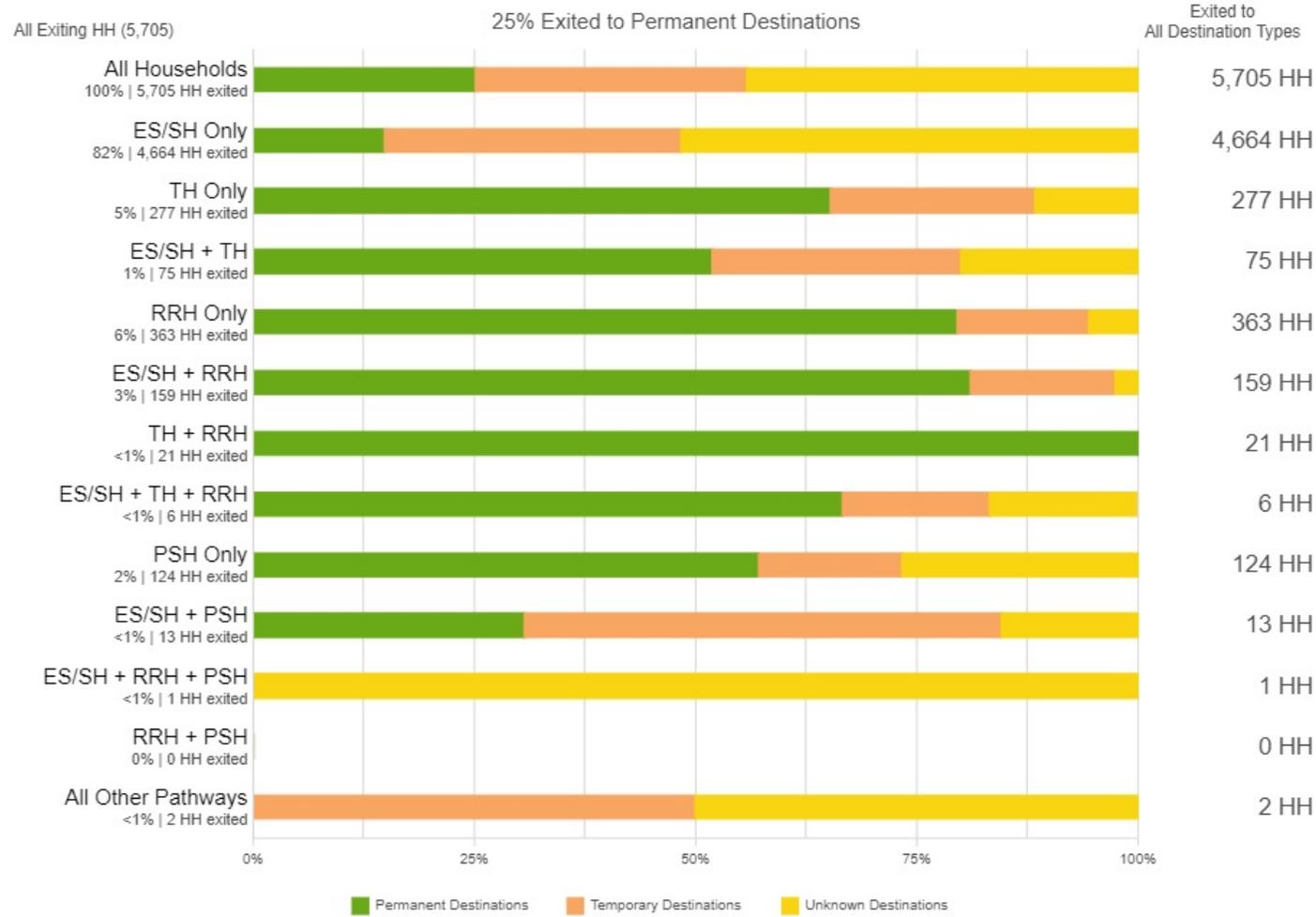
Days Homeless
 Emergency Shelter/Safe haven (ES/SH)
 Transitional Housing (TH)
 RRH/PSH Prior to Housing Move-In

Days Housed
 Rapid Re-Housing (RRH)

Show Additional Data
 Self-reported days homeless

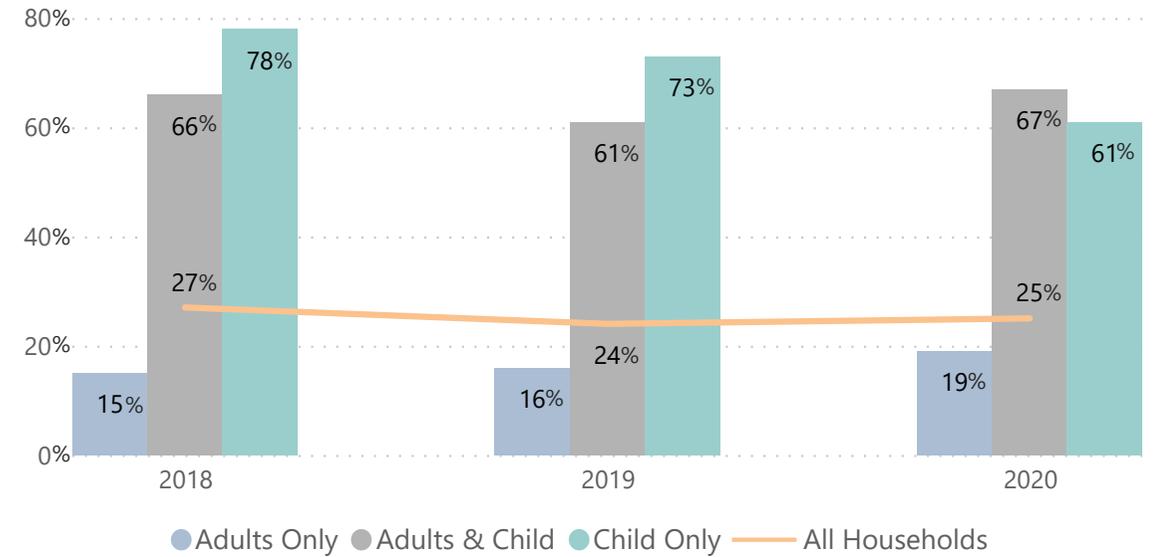
Exits by Pathways

Percent and number of households that used each pathway, and percent and number of households in each pathway group that exited to permanent, temporary and unknown destinations.

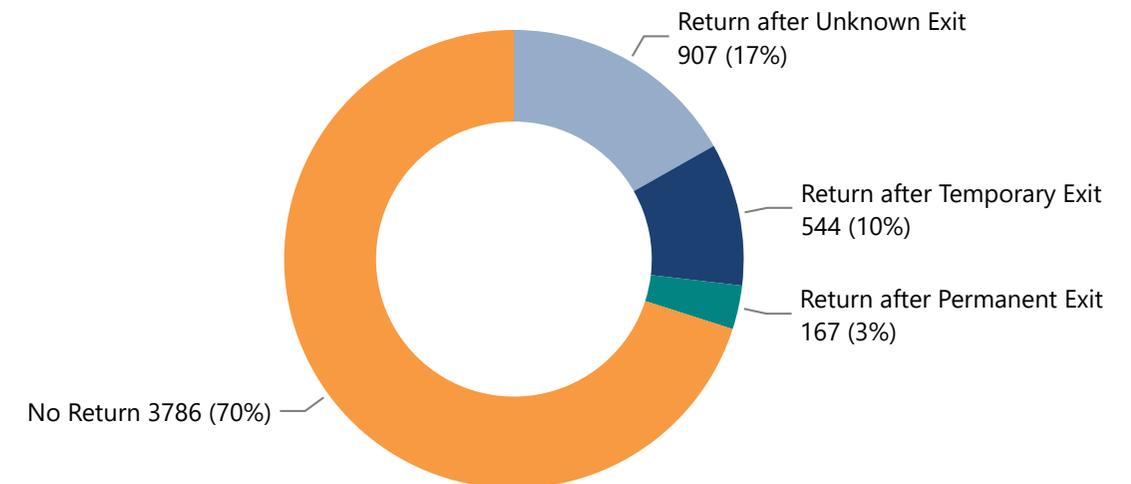


Exits to Permanent Destinations

Percent that exited to permanent destinations within each of the past three years.



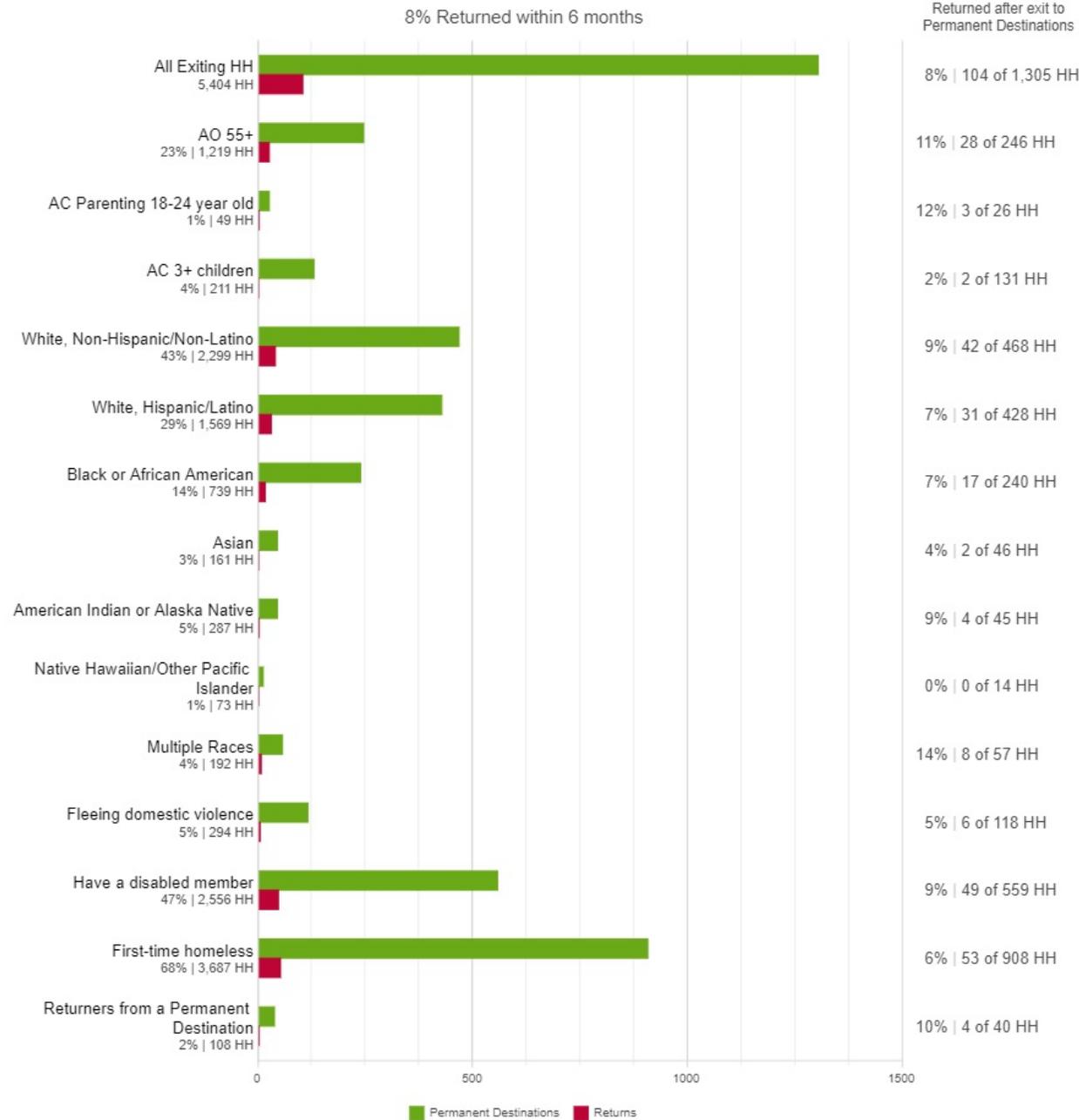
Results of Exits from Homeless System



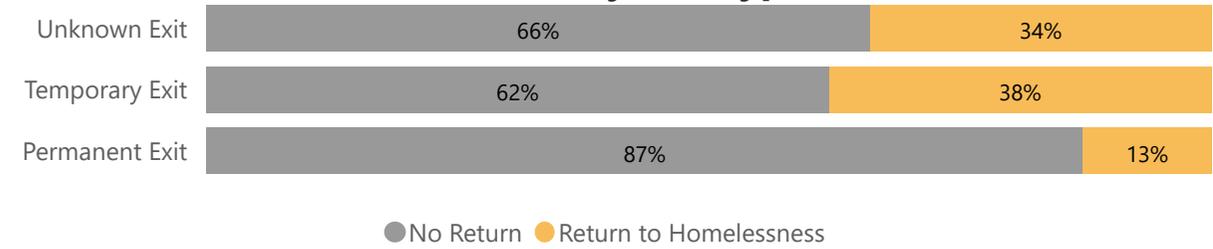
Return to Homelessness

The percent of households returned includes data from 12 months prior to the current reporting period (10/01/19 - 09/30/20) of exiting the homeless system to permanent destinations.

Return to Homeless by Pathways



Returns by Exit Type

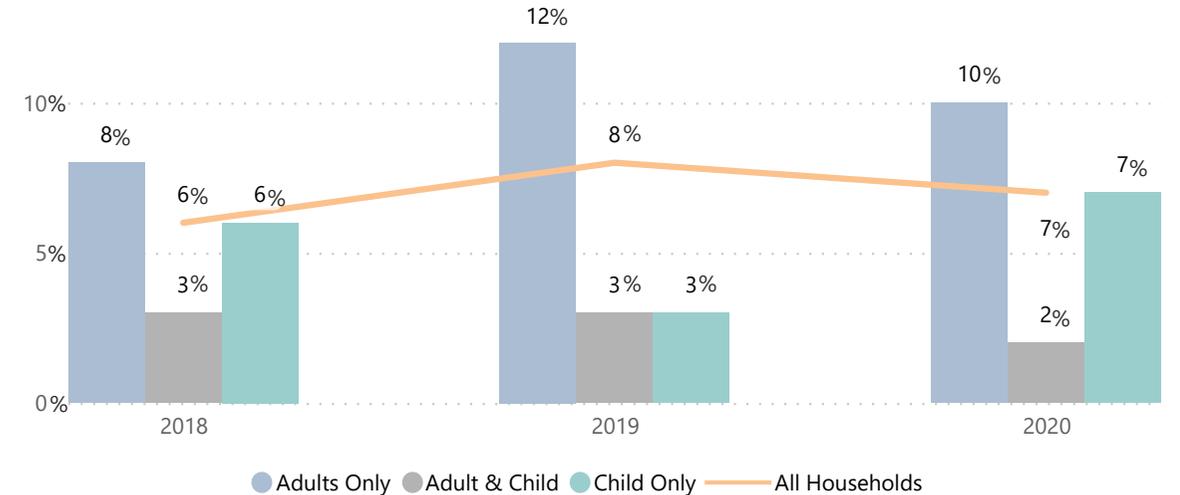


Returns by Household Type



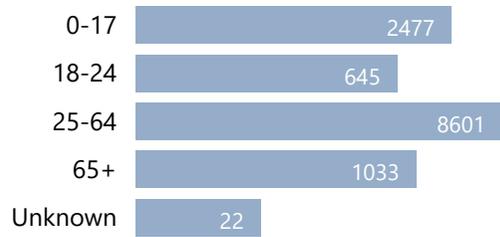
Return to Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination within each of the past three years. For the current report period, the universe for the chart is households that exited within the first six months of the report period.

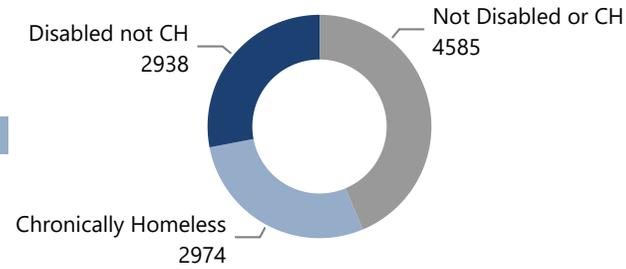


Demographics

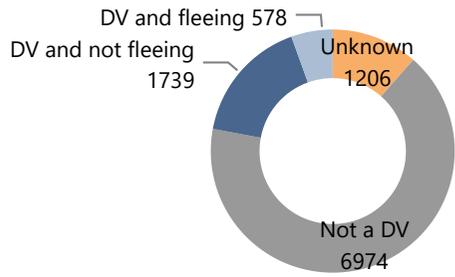
Age Tier



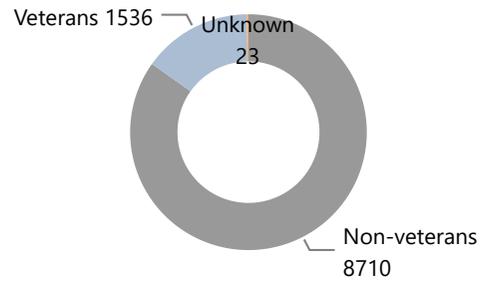
Homeless Status



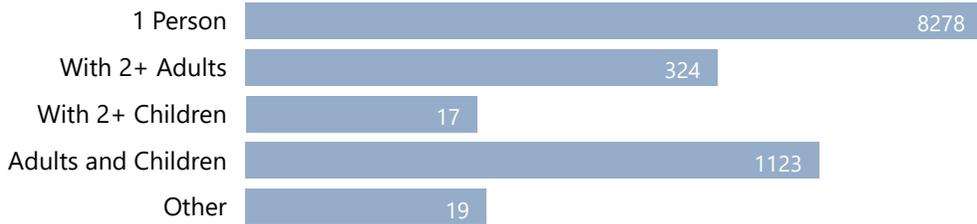
DV Status



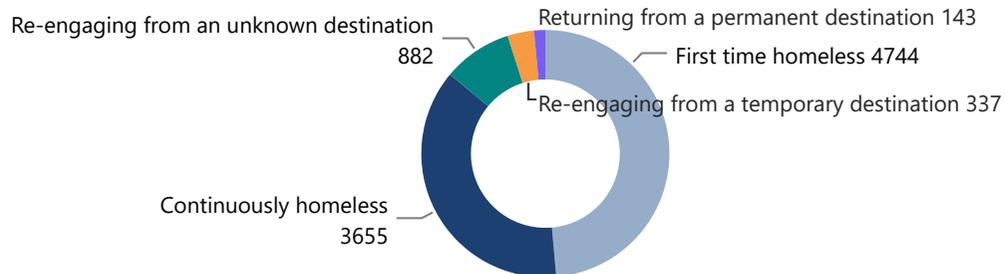
Veteran Status



Household Composition

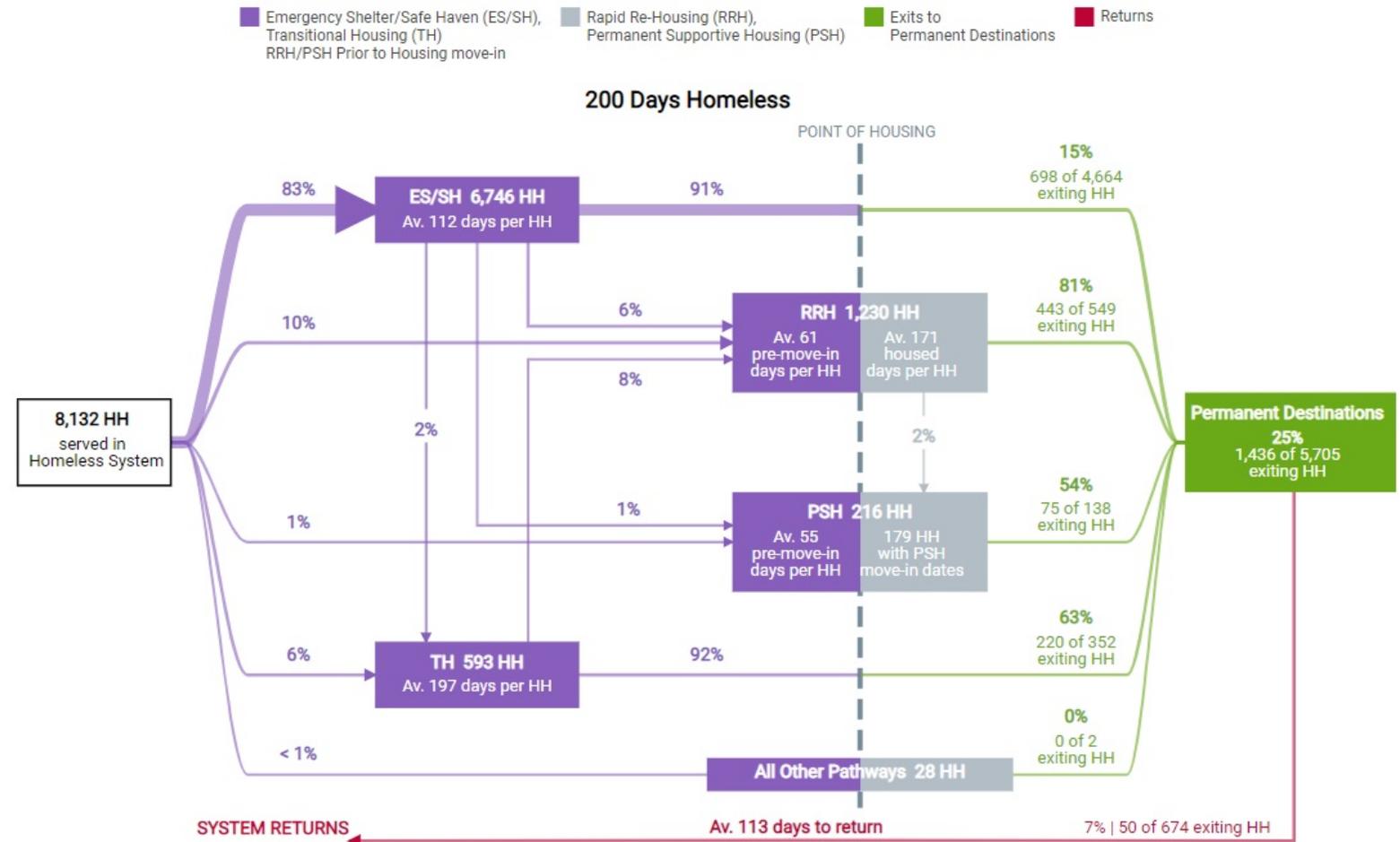


System Engagement



System Performance Map

Households use different combinations of project types during the time they are served in the homeless system. These project type combinations are referred to as pathways. Each pathway has different average cumulative days homeless, exits to permanent housing and returns to the homeless system.



CoC Committee Updates

