



**Orange County  
Continuum of Care Board  
February 24, 2021**

# **System of Care Update**

Jason Austin

Director of Care Coordination

# Business Calendar – Item #1



## Yale Navigation Center

- Began transitioning participants on Friday, 1/29/21
- Shelter and supportive services for up to 425 individuals and couples experiencing homelessness in the Central Service Planning Area
- Current capacity is 250 to accommodate for COVID-19 protocols
- People Assisting The Homeless (PATH) is the operator



# 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
  - Congregate shelter site for individuals experiencing homelessness who are COVID-19 positive
- Total capacity to serve 275 individuals
- Referrals into the program are made by Public Health Services, hospitals, shelters, street outreach teams, and law enforcement

# Business Calendar – Item #1

## Emergency Rental Assistance (ERA) Program

### Overview

- Assists households unable to pay rent and utilities due to the COVID-19 pandemic
- ERA Program funds to be provided directly to the States, US Territories, local governments with more than 200,000 residents

### Funding Allocation

- County of Orange received an allocation of \$65,576,556 from the U.S. Department of the Treasury
- State of California received \$1,497,605,326.90

### Eligibility

A renter household in which at least one or more individuals meets the following criteria:

- Qualified for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship due to COVID-19;
- Demonstrates a risk of experiencing homelessness or housing instability;
- Has a household income at or below 80 percent of the area median income (AMI); and
- Assistance is not duplicative of any other federally funded assistance.

# Business Calendar – Item #1

## County of Orange Emergency Rental Assistance Program



Visit the Website at:  
[www.ERA.211OC.org](http://www.ERA.211OC.org)



Text ERA to 898211



Call 2-1-1

- **Launched February 1, 2021**
- **Includes Three Components:**
  - Virtual Front Door
  - Regional Providers
  - Financial Disbursement
- **Partners:**
  - 2-1-1 Orange County
  - Pathways of Hope
  - Volunteers of America
  - Family Assistance Ministries
  - Orange County United Way
- **Up to \$10,000 maximum per rental household**

# **Continuum of Care Updates**

Zulima Lundy, Continuum of Care Manager

# Business Calendar – Item #2

## Continuum of Care (CoC) Program Update

- **FY 2020 CoC Program Funding Announcement**
  - On Friday, January 29, 2021, the U.S. Department of Housing and Urban Development (HUD) announced 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
- **FY 2021 CoC Program Registration**
  - On January 12, 2021, HUD announced the opening of the CoC Program Registration Forms for FY 2021
  - The Office of Care Coordination has completed this step.

# Business Calendar – Item #2

## Homeless Management Information System (HMIS) Updates

- **HMIS User License Fees**
  - 2-1-1 Orange County will be sending reminder invoices to HMIS participating Agencies who have not submitted payment
  - Invoices are due March 19, 2021
  - Thank you to all agencies who have submitted payment to date
- **HUD Reporting**
  - Longitudinal System Analysis (LSA) data was submitted
  - System Performance Metrics (SPM) report for 10/1/2019 to 9/20/2020 is complete and will be submitted by deadline

# Business Calendar – Item #2

## 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
- Updated document may be found on the OCHMIS website: <http://ochmis.org/for-agencies-projects-not-currently-set-up-in-hmis/>

## Business Calendar – Item #2

### Coordinated Entry System for Individuals Request For Proposals (RFP) Updates

- RFP closed, and review and negotiations completed
- Goal is to provide infrastructure and facilitate the streamlining access to services and improving care coordination.
- Contract with Friendship Shelter was approved on February 23, 2021, to provide these services Countywide in partnership with Mercy House

# Business Calendar – Item #2

## COVID-19 Homelessness Response Funding

- Maximizing Funding Available
  - Expenditures December 30, 2020 paid with CARES Act funding
  - Letter of Agreements 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 nights have been provided since the program was implemented
- Currently assisting 115 households with alternative shelter
  - 59 families experiencing unsheltered homelessness
  - 56 individuals at high risk for severe COVID-19 illness
- Approximately \$1 million of \$1.2 million has been committed to date

# **CoC Data Dashboard**

Zulima Lundy, CoC Manager and  
Erin DeRycke, Homeless Management Information  
System (HMIS) Lead

# Business Calendar – Item #3

## Background

- The CoC Data Dashboard was created by 211OC and incorporates data from:
  - Homeless Management Information System
  - 211OC's Contact Call Center Data; and
  - Coordinated Entry System Virtual Front Door Data
- Dashboard Link:  
<https://app.powerbi.com/view?r=eyJrljoiZmM1NWViMzAtY2Q3OS00NjczLTkxNGQtNTc4ODM2NTg5Y2FmliwidCI6ImQ1MmZhM2ViLTkwYjMtNDkyMS04YzAzLTc4NjBjZjMyOGEzYSIsImMiOiZ9&pageName=ReportSectionb7acc195e66627896582>

# Business Calendar – Item #3

## Background

- On December 8, 2020, the PPS Committee reviewed the CoC Data Dashboard
- The CoC Data Dashboard was emailed to the PPS Committee members for final review
- PPS Committee members had no additional suggested changes or feedback
- This item is continued from January 2021 Meeting

# Business Calendar – Item #3

## Recommended Action

- 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.

**COVID-19 Homeless and Prevention  
Response Request for Proposals**

Zulima Lundy, CoC Manager

# Business Calendar – Item #4

## Project A: Homelessness Prevention Update

- Selected vendors are currently implementing the County of Orange Emergency Rental Assistance Program that provides needed financial resources to prevent homelessness
  - North Service Planning Area: Pathways of Hope
  - Central Service Planning Area: Volunteers of America
  - South Service Planning Area: Family Assistance Ministries

# Business Calendar – Item #4

## State ESG-CV Round 1 and 2 Overview

State ESG-CV Round 1 and 2 Total Allocation	
Administrative Costs	\$716,100
HMIS	\$125,000
Emergency Shelter Operations	\$5,000,000
Rapid Rehousing	\$14,811,501
<b>Total Allocation</b>	<b>\$20,652,601</b>

### Commitments to Date:

- \$4 million in emergency shelter operations for Homekey Program
- \$1 million in emergency shelter operations for Project Roomkey
- Remaining allocations to be 25% for families and 75% for individuals

# Business Calendar – Item #4

## Project B: Rapid Rehousing Services Recommendations

- To be funded utilizing \$11,024,876 of State ESG-CV Round 2 funding

Agency	Contract Term	Funding Amount	Service Planning Area
<b>Mercy House Living Centers</b>	March 23, 2021 – June 30, 2022	\$9,110,656	North, Central and South
<b>Interval House</b>	March 23, 2021 – June 30, 2022	\$200,000	Central
<b>People Assisting the Homeless (PATH)</b>	March 23, 2021 – June 30, 2022	\$1,714,219	North

# Business Calendar – Item #4

## Family Solutions Collaborative Recommendation

- To be funded utilizing \$3,971,625 of State ESG-CV Round 1 and 2 funding

Agency	Contract Term	Funding Amount
<b>Families Forward</b>	March 23, 2021 - June 30, 2022	\$3,971,625

# Business Calendar – Item #4

## Recommended Actions

- Approve the COVID-19 Homeless and Prevention Response RFP: Project B – Vendor Recommendations, as recommended by the COVID-19 Homeless and Prevention Response RFP Panel.
- 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.

# **Care Plus Program Update**

Natalie Dempster, Data Integration Manager



The Care Plus Program (CPP) is a collaborative care coordination program for those most vulnerable across the County.

CPP aims to expedite the identification of needs and complete successful linkages to services and resources by utilizing a Multi-Disciplinary Team approach.

This program used to be referred to as System of Care Data Integration System (SOCDIS)

# CPP Technology Solution

- The technology solution is an integrated data platform that combines data from County source systems:
  - Integrated holistic view of the client
  - Cloud-based, mobile care coordination shared by all team
  - Multi-disciplinary team participation and referral capability

Virtual Client Record: Anna Joe



230 Cookie St, Santa Ana, California, 98192, 4/1/1970, 101-230-1114, Registered in Watson Care Manager

- ▼ Demographics
- ▼ Contact Information
- ▼ Program Overview
- ▼ Extended Demographics
- ▼ Physical Health
- ▼ Behavioral Health
- ▼ Community Corrections
- ▼ Shelter and Housing Programs
- ▼ Housing Navigation
- ▼ Benefits
- ▼ Referrals - No Records
- ▼ Street Outreach

Close

# Looking Ahead

---

- Development of the system will be completed by June 2021
- The County is currently in a pilot phase
- The pilot phase will focus on providing care coordination for those experiencing homelessness
- The current users of the system are agency representatives from County departments who work with individuals experiencing homelessness

**Orange County United Way  
Data Release Request**

Zulima Lundy, CoC Manager

Becks Heyhoe, OC United Way

# Business Calendar – Item #6

## Background

- OC United Way requests aggregate data from HMIS on households that entered and exited homelessness
- The reporting period for the request is from January 1, 2020 to December 31, 2020.
- OC United Way will utilize the data to share with the United to End Homelessness Leadership Council, OC United Way's Homelessness 101 classes, Scorecard and will be available on the United to End Homelessness and OC United Way's websites.

# Business Calendar – Item #6

## Background

- According to the HMIS Policies and Procedures, requests for 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

# Business Calendar – Item #6

## Purpose of the Data Request:

- To show community progress to date for addressing homelessness for the overall population and in the following subpopulations:
  - Transitional Aged Youth (ages 18 to24)
  - Veterans
  - Families (households with at least one minor child)
  - Seniors (ages 62 and older)
- OCUW team would work with CoC Staff and 211OC to create language to represent the new data and provide context for it

# Business Calendar – Item #6

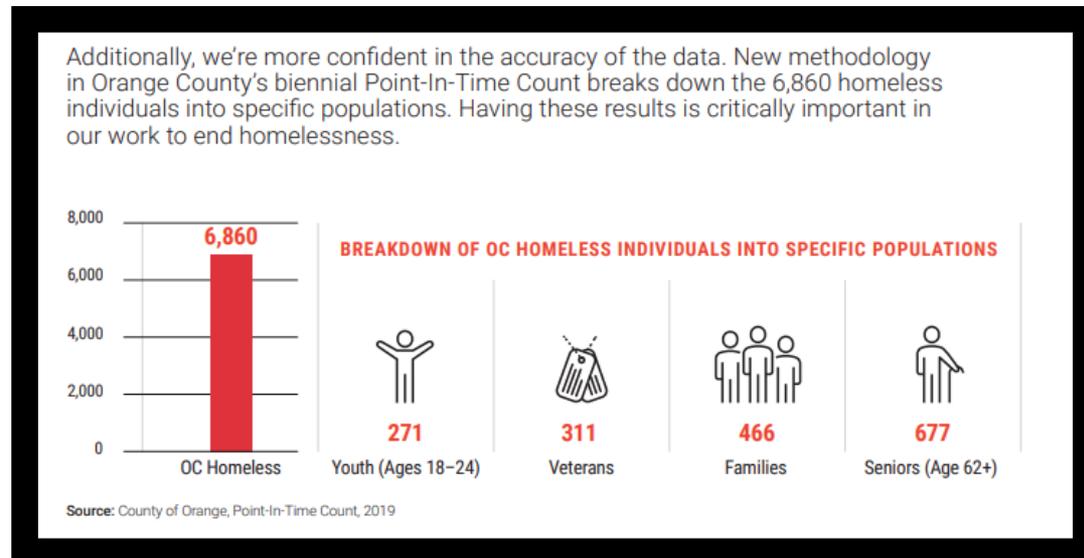
## Previous Uses of Data:

- United to End Homelessness website, 2019 Point in Time Count
- Orange County United Way – Scorecard (updated annually)
- *OCUW team would work with CoC Staff and 211 OC to create language to represent the new data and provide context for it*



2,899 were in an emergency or transitional shelter and 3,961 were unsheltered

For the 3,961 who were unsheltered:

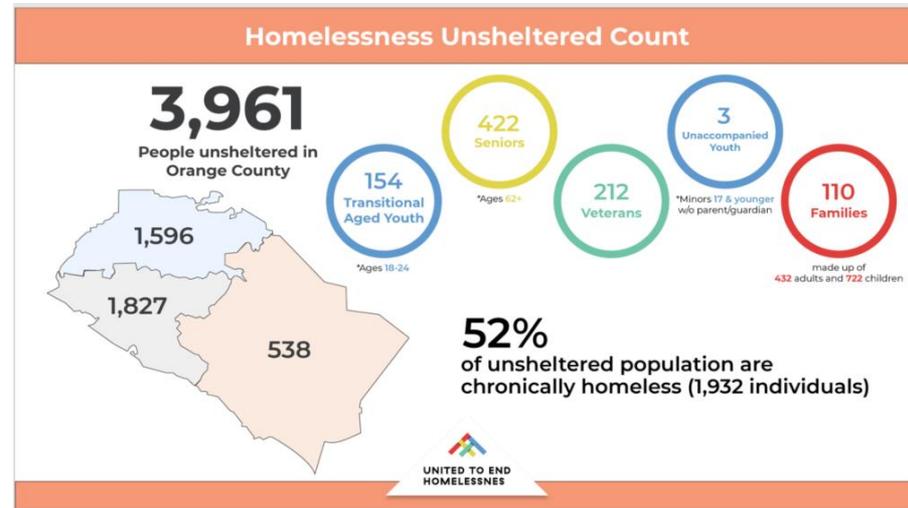
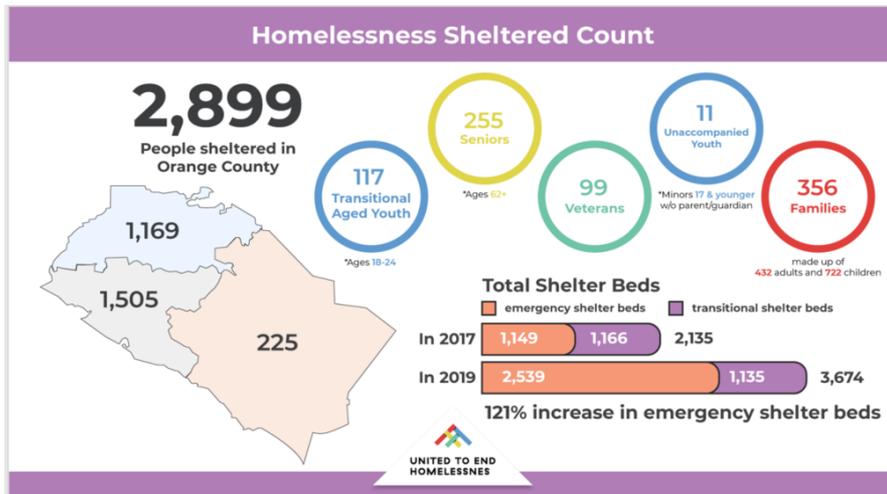
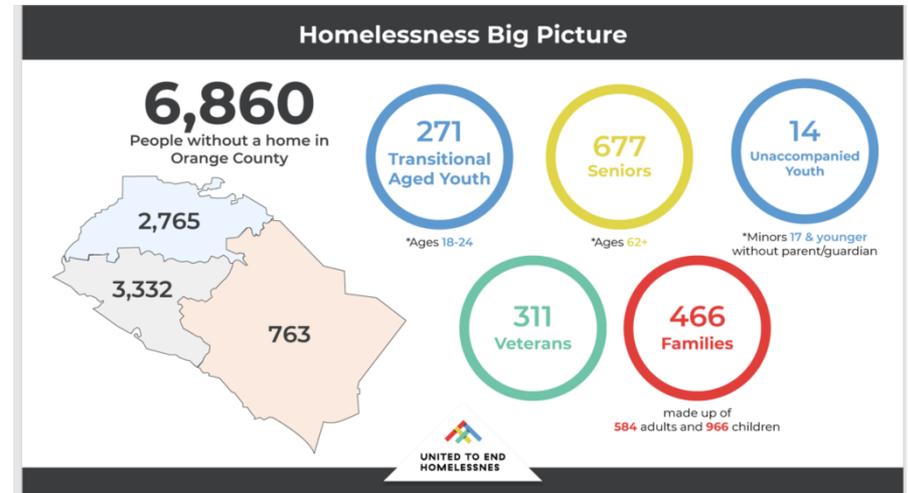


# Business Calendar – Item #6

## Previous Uses of Data:

### Homelessness 101 Classes

- *OCUW team would work with CoC Staff and 211 OC to create language to represent the new data and provide context for it*



# Business Calendar – Item #6

## Recommended Action

- Approve OC United Way's data release request utilizing Homeless Management Information System (HMIS) data.

**Open Letter to President Joe Biden  
and HUD Secretary Marcia Fudge**

Zulima Lundy, CoC Manager

# Business Calendar – Item #7

## Recommended Action

- 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.

