Orange County
Homeless Provider Forum
May 19, 2022

Agenda Item #1

Welcome and Introductions

Donald Dermit, The Rock Church;

Felicia Boehringer, Continuum of Care Administrator,

OC Health Care Agency

Agenda Item #1

Welcome!

- Meeting Agenda Overview
    1. Welcome and Introductions
    2. Public Benefits Presentation
    3. Provider Highlights
    4. Continuum of Care (CoC) Updates
    5. Announcements
    6. Closing Remarks and Questions
    7. Networking

Agenda Item #1

Homeless Provider Forum Reorientation and Overview

- Purpose: Why are we meeting?
  - To build knowledge on programs and best practices within the homeless service system
  - To network with local providers and community partners
  - To receive trainings related to homeless services
- Reorient: What will the Homeless Provider Forum look like moving forward?
  - Homeless Provider Forum Survey recommendation highlights
  - Meeting format and location

Agenda Item #1

Introductions

- Those in attendance are invited to introduce themselves.
- Please share your:
  1. Name
  2. Title
  3. Agency

Agenda Item #2

Public Benefits Presentation

Noemi Dagio, Taylor Adray and Rey Chavez
Orange County Social Services Agency (SSA)

COUNTY OF ORANGE CALIFORNIA
OC Social Services Agency
Our Community, Our Commitment

Public Benefits Presentation

*Content included in this presentation is at a point in time and is subject to change

County of Orange
Social Services Agency (SSA)

Rey Chavez
Presenting CalFresh

Sandra Velazquez
Presenting Medi-Cal

Noemi Dagio
Presenting CalWORKs

Taylor Adray
Presenting General Relief

CalFresh

CalFresh

- Benefit allotment ranges depending on:
  - Household size
  - Income
  - Expenses
- Electronic Benefit Transfer (EBT) card

What can be purchased?

- CalFresh Food and beverages for human consumption:
  - Fruits and vegetables
  - Meat
  - Dairy products
  - Frozen foods
  - Snack food (candy and soda)
- Seeds or plants to grow food

What can’t be purchased?

- Hot food (any food that will be eaten in store)
- Alcoholic beverages or tobacco products
- Vitamins and medicines
- Pet food
- Nonfood items

Restaurant Meals Program

- For elderly, disabled and homeless
- Over 200 Orange County restaurants participate
- Restaurant Meal Program logo or “EBT” sign
- Participating restaurants: https://www.ssa.ocgov.com/calfresh/calfresh/rmp

CalFresh – Who is Eligible?

- Resident of Orange County
- Citizen or eligible non-citizen
- Individuals receiving Supplemental Security Income/State Supplementary Payment (SSI/SSP) Benefits

Public Charge

- A public charge is a person who depends on long-term government support
- As of February 24, 2020, the U.S. Citizenship and Immigration Services (USCIS) is no longer considering participation in CalFresh as part of the public charge determination
- Customer is advised to consult with a legal expert or immigration attorney about their individual case
- Public Charge Two Pager: English and Spanish Flyer

Gross Income Limits

Household Size	Gross Monthly Income – 200% Federal Poverty Level
1	$2,148
2	$2,904
3	$3,660
4	$4,418
5	$5,174
6	$5,930
7	$6,688
8	$7,444
Each additional member	Add $758

Effective 10/01/2021 through 09/30/2022

CalFresh Allotment - Standard Benefit Maximums

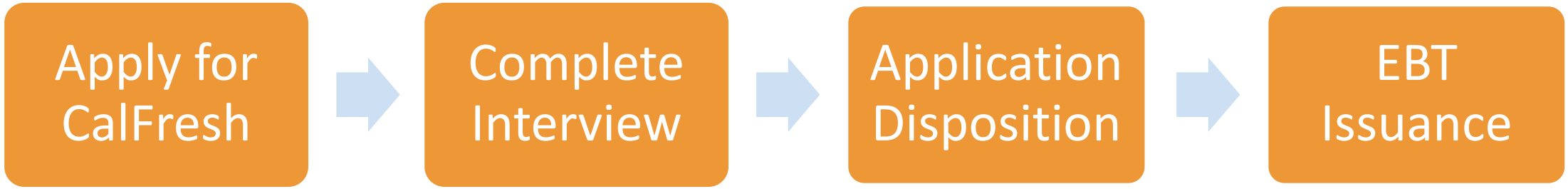
CalFresh Household Size	Maximum CalFresh Allotment
1	$250
2	$459
3	$658
4	$835
5	$992
6	$1,190
7	$1,316
8	$1,504
Each additional member	Add $188

Effective 10/01/2021 through 09/30/2022

CalFresh Application Process

- Expedited Service (ES)
- CalFresh COVID-19 Interim Instructions
  - Interview Waiver
  - Emergency Allotment
  - Temporary Student Eligibility Exemptions

CalFresh Application Process



CalFresh – How to Apply

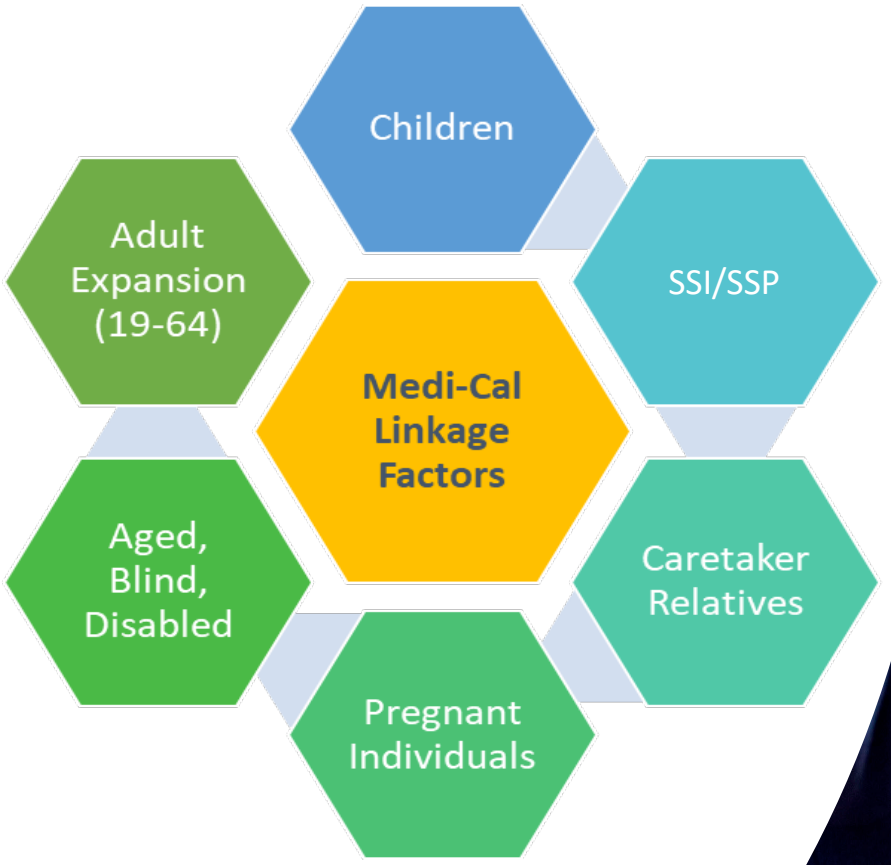
- **Online:** Individuals can apply online at www.mybenefitscalwin.org or www.getcalfresh.org
- **By phone:** Individuals may also submit CalFresh applications via the SSA Call Center: (800) 281-9799
- **In person:** Some SSA offices are open to the public, but we highly encourage clients use online or telephone access points for the safety of all.
- **SSA website:** www.ssa.ocgov.com
- **By Fax:** (714) 645-3489

Medi-Cal & Health Care Programs

What is Medi-Cal?

- Medi-Cal is California's version of the federal Medicaid public health insurance program that provides no-cost or low-cost health coverage to California residents who meet the program's eligibility requirements.
- Medi-Cal covers a core set of medical services:
  - Office visits
  - Hospital care
  - Immunization
  - Nursing home care
  - Dental and vision
  - Pregnancy related services
- Applications for Medi-Cal can be submitted year-round
- General categories of Medi-Cal programs include:
  - Mega-Mandatory
  - Modified Adjusted Gross Income (MAGI)
  - Non-MAGI

Medi-Cal – Who is Eligible?



Medi-Cal Program (MC) Overview

- Individuals determined eligible to receive Medi-Cal benefits will be issued a Benefits Identification Card (BIC)
- Most Medi-Cal beneficiaries must enroll in a managed care plan
- Health plan options depend on the individual's county of residence
- CalOptima is the Medi-Cal managed care plan in Orange County
- Eligible individuals are required to report any changes within 10 days
- An individual may have their benefits transferred to another California county via the Inter-County Transfer (ICT) process
- Medi-Cal benefits must be renewed at least once a year

Immigration Status

- For Medi-Cal, immigration status only effects the scope of coverage (full or restricted)
  - Individuals with Satisfactory Immigration Status (SIS) are eligible for full-scope Medi-Cal (e.g., U.S. citizens, legal permanent residents, refugees).
  - Immigrants who do not meet SIS criteria may still be eligible for restricted-scope Medi-Cal.
    - Restricted scope covers emergency and/or pregnancy related Medi-Cal
- Note: Full-scope Medi-Cal is granted to individuals under the age of 26 regardless of immigration status if otherwise eligible. Starting in May 2022, individuals who are 50 years or older may be eligible for full scope regardless of their immigration status.

Postpartum Care Extension

- Pregnant individuals are now eligible for full-scope Medi-Cal benefits postpartum as of April 2022
- The Medi-Cal Postpartum Care coverage will be extended from 60 days to 12 months

Older Adult Expansion

- Adults 50 and older are now eligible for full-scope Medi-Cal coverage
- Orange County has about 11,600 individuals who will be automatically transitioned from restricted-scope Medi-Cal to full-scope Medi-Cal

SSA/CalOptima Role

- SSA determines Medi-Cal eligibility
- CalOptima manages/administers health insurance program
- New beneficiaries will be enrolled in fee-for-service

Before MEDS Renewal	After MEDS Renewal
Applicant approved June 12 • Eligibility posted to MEDS June 14 • June is fee-for-service • CalOptima enrollment begins July 1	Applicant approved June 27 • Eligibility posted to MEDS June 29, after MEDS renewal • June and July are fee-for-service • CalOptima enrollment begins August 1

Note: Medi-Cal Rx program manages pharmacy benefits

Retroactive Medi-Cal

Three months of retroactive Medi-Cal can be requested at the time of application.

Customers have up to one year from the date medical services were received to submit an application for retroactive coverage.

Authorized Representative

An authorized representative (AR) is a person or organization specifically appointed by the customer to assist with matters related to Medi-Cal eligibility.

An AR appointment can be made through any means by which an application is submitted or by completing the “Appointment of Authorized Representative” form (MC 382).

Appointment is valid until the customer or AR makes a change or otherwise revokes it; **or** at the next application if there is a break in aid.

Benefits Identification Cards

- Individuals determined eligible for Medi-Cal will be issued a Benefit Identification Card (BIC)
- BIC is used to access Medi-Cal benefits

NEW BIC:

Medi-Cal – How to Apply

Online:

Individuals/families may apply online at www.mybenefitscalwin.org or via www.coveredca.com

By Fax:

Send Medi-Cal application to (714) 645-3489

By Phone:

Call the SSA Call Center at (800) 281-9799

Hours of Operation:

Monday-Friday

6:30 a.m. to 8 p.m.

Saturday

7 a.m. to 4:30 p.m.

In person:

At our SSA locations

Monday - Friday

8 a.m. to 5 p.m.

Call Centers

COVERED CALIFORNIA (800) 300-1506	SSA'S SERVICE CENTER (800) 281-9799
Hours of Operation: • Monday-Friday 8 a.m. to 6 p.m. • Saturday 8 a.m. to 5 p.m.	Hours of Operation: • Monday-Friday 6:30 a.m. to 8 p.m. • Saturday 7 a.m. to 4:30 p.m.
Covered California agents answer the calls and screen for MAGI or Non-MAGI benefits	Answer general questions regarding active cases and accepts applications
Calls are transferred to the Orange County Processing Center (OCPC) Intake Call Center worker to process applications	Request new Benefit Identification Card (BIC)
	Report changes, such as: Change of address, phone number, birth or adoption of a child, marriage/divorce, income changes (new job, increase/decrease in pay or hours, job loss)

California Work Opportunity and Responsibility to Kids (CalWORKs)

What is CalWORKs?

- California Work Opportunity and Responsibility to Kids (CalWORKs), also referred to as Temporary Assistance for Needy Families (TANF), is a cash aid program for low-income families to help meet basic needs:
  - Benefits are delivered via Electronic Benefits Transfer (EBT) card monthly
- Provides education, employment and training programs to help families get jobs and move toward self-sufficiency:
  - Adults are eligible for 48 months (60 months)
  - Children may receive cash aid until they turn 18

CalWORKs – Who is Eligible?

- Must be the parent/caretaker relative of a child under the age of 18 living in the home
- Have child(ren) in a home deprived of parental support or care because of absence, disability, unemployed/underemployed or death
- Must be a U.S. citizen or legal resident and reside in California
- Property Limit: $10,211 for all households OR $15,317 for households with a member aged 60 or older

Welfare-to-Work

- CalWORKs includes an employment services program called Welfare-to-Work (WTW)
- WTW is a mandatory program under the CalWORKs Act
- WTW's goal is to move participants from welfare dependency to economic self-sufficiency through employment-focused and educational activities that lead to employment
- WTW participants are provided with supportive services to remove barriers to employment, which may include:
  - Child Care
  - Transportation
  - Ancillary Funding

Barrier Removal Services

- Barrier Removal Services should minimize the duration of instability experienced by a family during a specific crisis or situation by providing:
  - Intensive Case Management
  - Family Stabilization
  - Domestic Abuse Services
  - Behavioral Health Services (BHS)
  - Public Health Nurse (PHN) Support
  - Mental Health and Substance Abuse Services
  - Employment Support Services (ex. professional clothing)
  - Supportive Services (ex. child care, transportation)
  - Basic Needs (ex. food, diapers)
  - Emergency Rent/Utility Assistance
  - Referrals to community-based organizations

Barrier Removal Services

- Domestic Abuse Services are available to assist individuals who are current or past victims of domestic abuse
  - In households with children where domestic violence may be occurring and children may be at risk, call the Child Abuse Registry hotline at (714) 940-1000.

- Homeless/Housing Support address the needs of our homeless families through:
  - Homeless Assistance (temporary and permanent)
  - Housing Support Program
  - Family Stabilization
  - Employment Support Services

Subsidized Child Care

- You can apply for subsidized child care through Children's Home Society at: https://www.chs-ca.org

How to Apply?

ONLINE:

Individuals/families may apply online at www.mybenefitscalwin.org

BY PHONE:

Call the SSA Call Center at
(800) 281-9799
Hours of Operation:
Monday – Friday
6:30 a.m. - 8 p.m.
Saturday
7 a.m. - 4:30 p.m.

IN PERSON:

At select SSA locations
Monday - Friday
8 a.m. - 5 p.m.

BY MAIL:

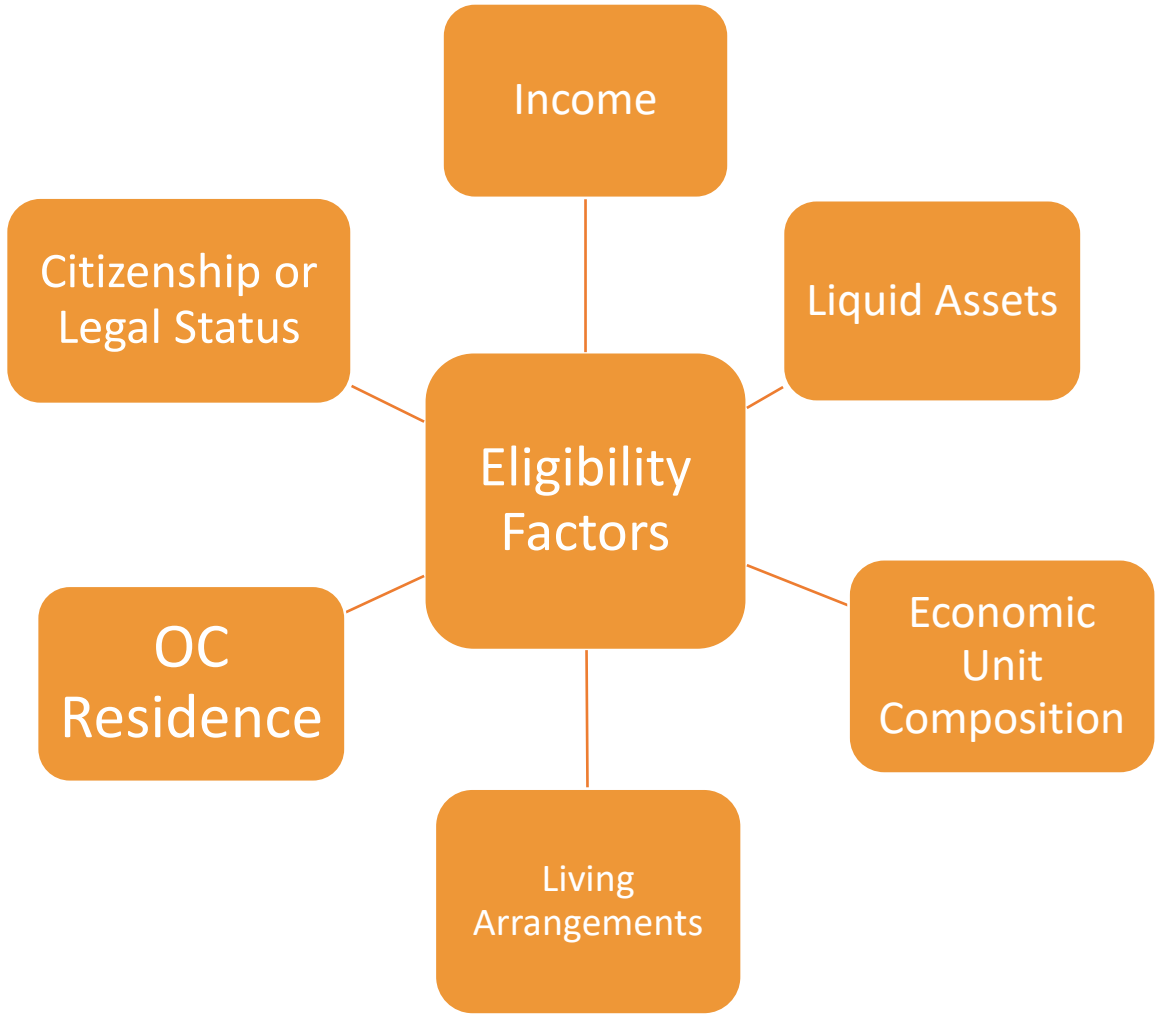
Mail to SSA locations

General Relief

General Relief Overview

- Cash Assistance program funded by County of Orange
- Provides temporary cash aid to eligible indigent adults
- U.S. citizen or legal immigrant residing in Orange County

Eligibility Criteria



Program Categories

Employable:

- Physically and mentally capable of working
- Register with CalFresh Employment and Training/General Relief Work Program
- Benefits are limited to 90 days in a 12-month period

Unemployable:

- Permanently or temporarily unable to work
- Eligible if the incapacity is verified by a medical provider
- Benefits are not time limited

Alternative Access Points

- MyBenefitsCalWIN online portal to apply, review benefits and report changes for:
  - Medi-Cal
  - CalFresh
  - General Relief
  - CalWORKs
- SSA Submit online portal allows clients to upload document/verifications

How to Apply?

ONLINE:

www.mybenefitscalwin.org
or
getcalfresh.org for CalFresh only

BY PHONE:

Call the SSA Call Center at
(800) 281-9799
Hours of Operation:
Monday to Friday
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Saturday
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IN PERSON:

At select SSA locations
Monday to Friday
8 a.m. to 5 p.m.

BY MAIL/FAX:

Mail application to applicable SSA locations or fax to (714) 645-3489

SSA's Assistance Programs Office Locations

- Anaheim Regional Center
  3320 E. La Palma Ave.
  Anaheim, CA 92806
  Monday through Friday
  8 a.m. to 5 p.m.

- Santa Ana Regional Center
  1928 S. Grand Ave.
  Santa Ana, CA 92705
  Monday through Friday
  8 a.m. to 5 p.m.

- Garden Grove Regional Center
  12912 Brookhurst St.
  Garden Grove, CA 92840
  Monday through Friday
  8 a.m. to 5 p.m.

- Laguna Hills Regional Center
  23330 Moulton Pkwy.
  Laguna Hills, CA 92653
  Monday through Friday
  8 a.m. to 5 p.m.

- Cypress Regional Center
  6100 Chip Ave.
  Cypress, CA 90630
  Monday through Friday
  8 a.m. to 5 p.m.

COUNTY OF ORANGE CALIFORNIA

OC Social Services Agency

Our Community, Our Commitment

Questions?

Please email ssaoutreach@ssa.ocgov.com

Agenda Item #3

Provider Highlights

Agenda Item #3

Anaheim Lighthouse and OC Recovery Collaboration

Tamara Jimenez, Community Relations Manager
Ted Bryans, Director of Admissions

Agenda Item #4

Continuum of Care (CoC) Updates

Felicia Boehringer, CoC Administrator,
OC Health Care Agency

Agenda Item #4

CoC Meetings

- CoC Board
- CoC Committees
  - Policies, Procedures and Standards Committee
  - Coordinated Entry System Steering Committee
  - Housing Opportunities Committee
  - Transitional Aged Youth (TAY) Collaborative Committee
  - Orange County Homeless Provider Forum
  - Lived Experience Advisory Committee
- CoC Meeting Materials
  - CoC Meeting Calendar is available on the front table
  - Visit the OC Health Care Agency Office of Care Coordination's CoC Webpage for CoC meeting schedule and materials.

Agenda Item #4

CoC General Membership

- Membership in the Orange County CoC is open to all organizations and individuals seeking to prevent and end homelessness in Orange County
- There are two types of memberships: Organizational and Individual
- CoC voting privileges are contingent upon membership
- CoC General Membership Application
  - If you are interested in joining the CoC General Membership as an organization or individual, please submit a CoC Membership Form to CareCoordination@ochca.com with the subject line "CoC Membership Application"
  - CoC Membership Forms can be found on the front table or on the CoC webpage

You can sign up for CoC updates by emailing CareCoordination@ochca.com or visiting the CoC webpage

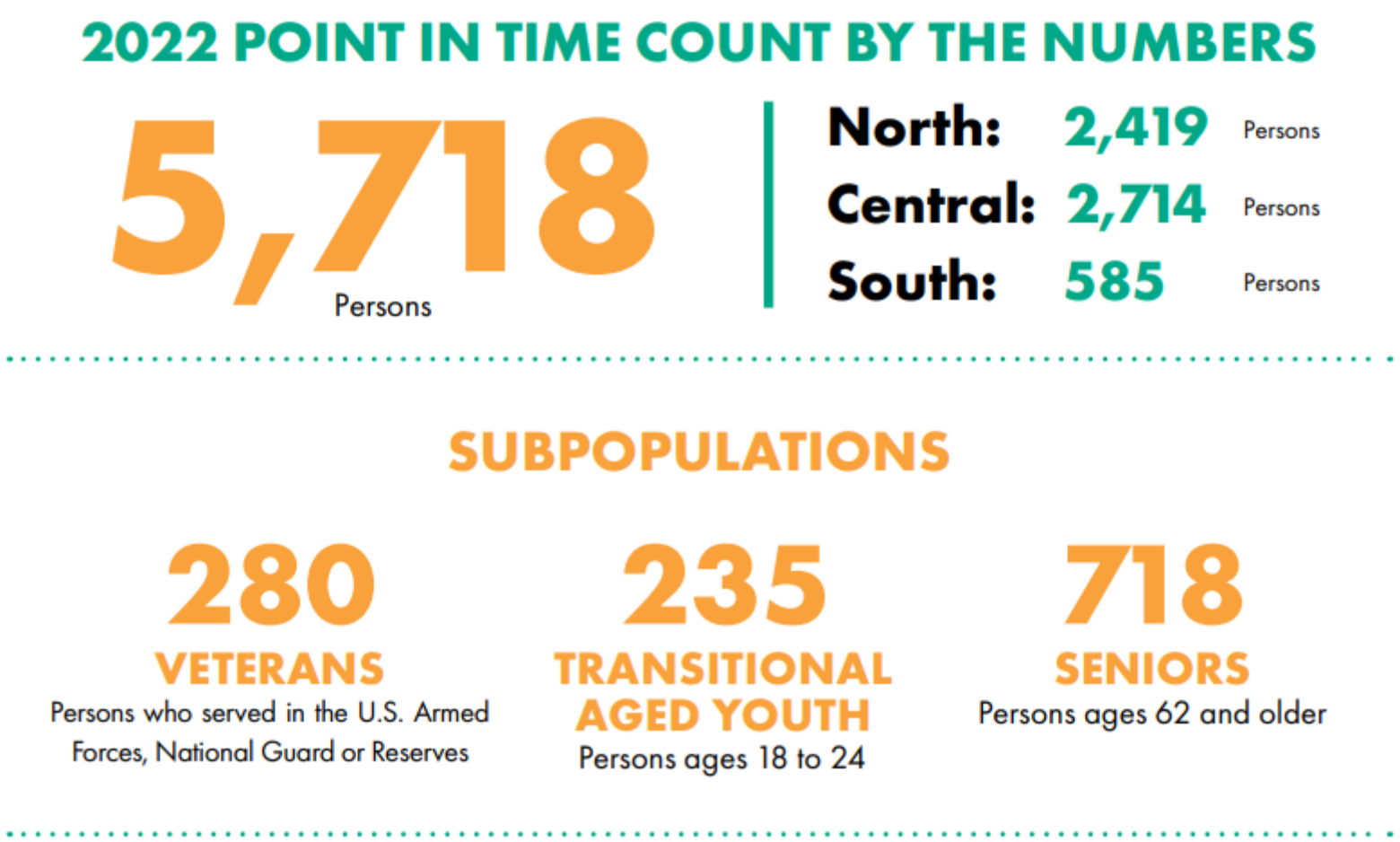
Agenda Item #4

2022 Orange County Point in Time

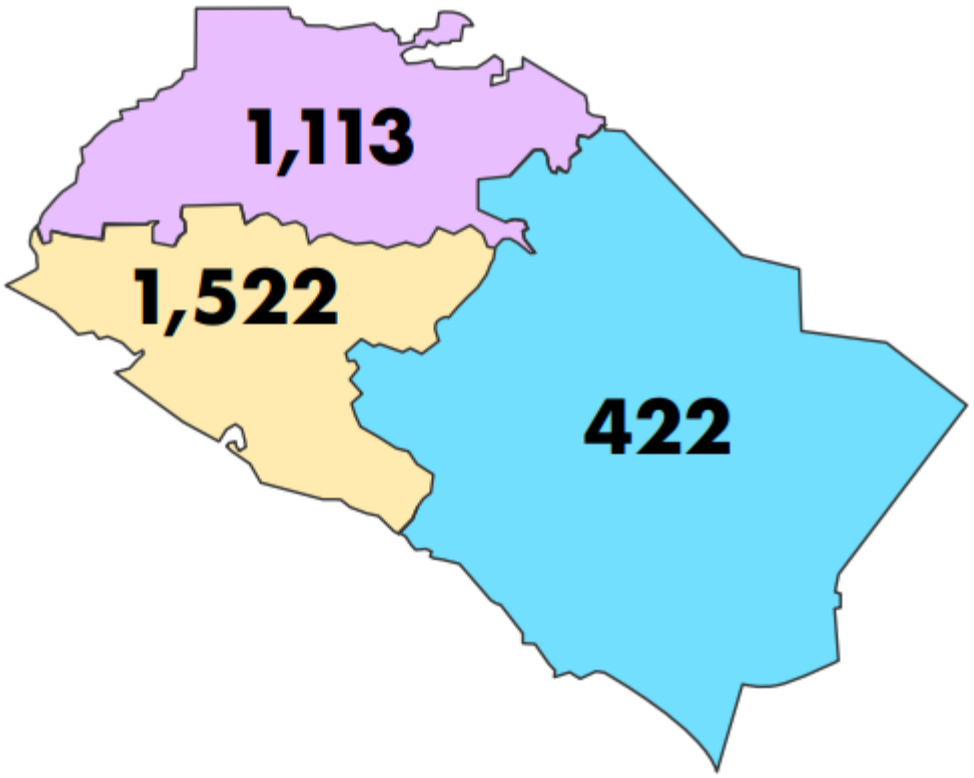
- The U.S. Department of Housing and Urban Development (HUD) requires that all Continuum of Care (CoC) jurisdictions across the nation complete a biennial unsheltered count and an annual sheltered count of all persons experiencing homelessness in the community on a single point in time during the last ten days of January.
- The Orange County CoC received an exception from the U.S. Department of Housing and Urban Development (HUD) to conduct the 2022 Point In Time (PIT) Count during the last 10 days of February.
- The County of Orange and Orange County CoC conducted the **Sheltered Count** the night of Monday, February 21, 2022.
- The 2022 **Unsheltered Count** process took place over three days, from Tuesday, February 22 through Thursday, February 24.

Agenda Item #4

2022 Orange County Point in Time



Agenda Item #4



3,057

UNSHELTERED TOTAL

145

VETERANS

Persons who served in the U.S. Armed Forces, National Guard or Reserves

109

TRANSITIONAL AGED YOUTH

Persons ages 18 to 24

300

SENIORS

Persons ages 62 and older

Agenda Item #4

135

VETERANS

Persons who served in the U.S. Armed Forces, National Guard or Reserves

126

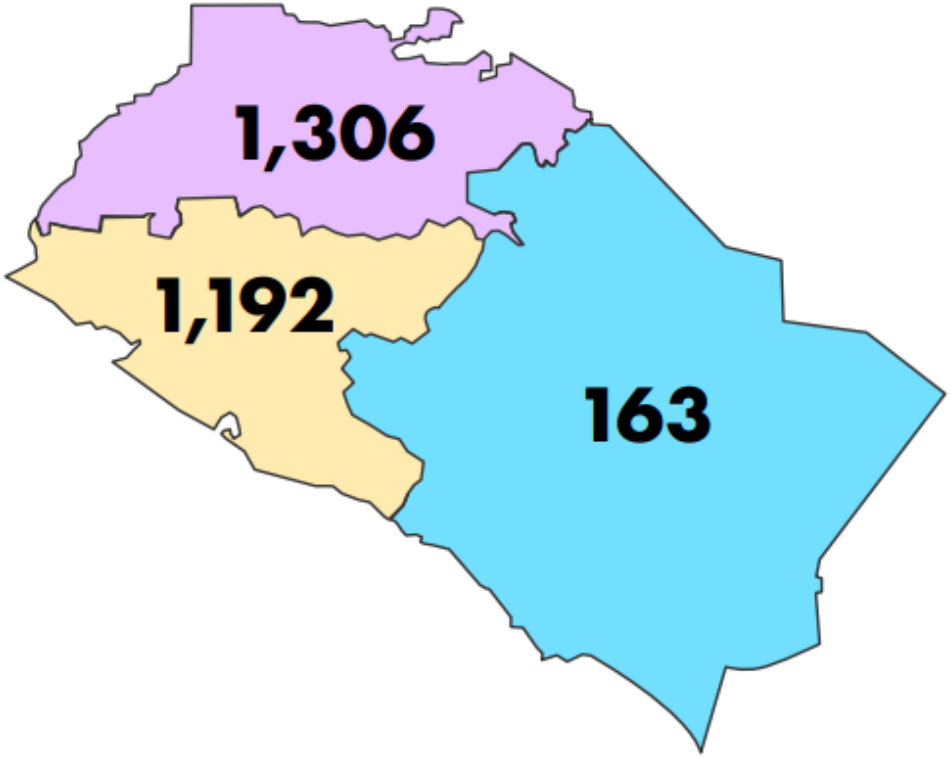
TRANSITIONAL AGED YOUTH

Persons ages 18 to 24

418

SENIORS

Persons ages 62 and older



2,661

SHELTERED TOTAL

Agenda Item #4

2022 Orange County Point in Time

Resources

- Data Summary: The 2022 Point in Time Data Summary can be found at www.bit.ly/2022PITOC
- Press Conference: A 2022 Point In Time press conference recording can also be referenced for viewing.

Agenda Item #4

Project Homekey

Riviera Motel

Location: Stanton – North Service Planning Area

Number of Units: 20 permanent supportive housing (PSH) units, including 9 units for individuals meeting the Mental Health Services Act (MHSA) eligibility criteria and 10 units for veterans.

Co-Applicants and Developers: Jamboree Housing and the City of Stanton

Target Population: Individuals at-risk of homelessness, experiencing homelessness or chronically homelessness

Award Amount: $6.07 million

Huntington Beach Oasis

Location: Huntington Beach – Central Service Planning Area

Number of Units: 62 PSH units

Co-Applicants and Developers: American Family Housing, National Community Renaissance and the City of Huntington Beach

Target Population: Individuals who are chronically homelessness

Award Amount: $17 million

Agenda Item #4

Project Homekey

Studio 6

Location: Anaheim – North Service Planning Area

Number of Units: 87 permanent supportive housing (PSH) units

Co-Applicants and Developers: American Family Housing and National Community Renaissance (National CORE).

Target Population: Individuals at-risk of homelessness, experiencing homelessness or chronically homeless

Award Amount: $21.3 million

Motel 6

Location: Costa Mesa – Central Service Planning Area

Number of units: 88 PSH units

Co-Applicants and Developers: Community Development Partners (CDP)

Target Population: Individuals who are experiencing homelessness and have been impacted individuals impacted by COVID-19, MHSA eligible individuals, veterans, and seniors.

Award Amount: $10.6 million

Agenda Item #4

Emergency Housing Vouchers (EHV) Update

	Allocation	Referrals	Vouchers Issued	Leased
Anaheim Housing Authority	278	271	254	84
Garden Grove Housing Authority	117	112	108	45
Orange County Housing Authority	557	366	350	165
Santa Ana Housing Authority	89	122	48	20
TOTAL	**1041**	**871**	**760**	**314**

Data updated 4-25-2022

Agenda Item #4

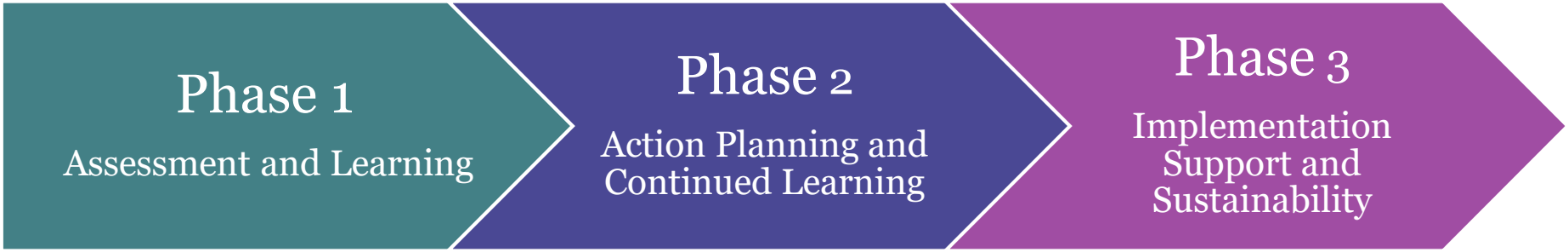
Coordinated Entry System (CES) Access Points

- The Orange County CES helps connect people at-risk of or experiencing homelessness with housing providers and supportive service agencies.
- CES is comprised of several components that address the unique needs of populations which include individuals, families, transitional aged youth and veterans.
- 211 Orange County (211OC) serves as the CES Virtual Front Door for people experiencing homelessness in Orange County
- Those wanting to connect to CES can dial 2-1-1 to be referred to a CES Access Point.

Agenda Item #4

Racial Equity Roadmap

- The Office of Care Coordination is collaborating with C4 Innovations on the development of a Racial Equity Roadmap for the Orange County CoC.
- Development of the Racial Equity Roadmap is taking place in three phases.



- To learn more about the Racial Equity Roadmap or watch recordings of previous informational sessions held, visit the CoC webpage.

Agenda Item #5

Announcements

Agenda Item #6

Closing Remarks and Questions

Agenda Item #7

Networking

Agenda Item #7

Getting to Know Local Partners

Putting yourself out there can be challenging. Here are some simple networking questions to use:

- What brought you to the Homeless Provider Forum today?
- What does a typical day look like for you?
- What is your specialty when it comes to providing support to the unhoused community?

Next Meeting

Thursday, August 18, 2022, from 9 a.m. – 11 a.m.

(Location to be determined)

OC
health
CARE AGENCY
COUNTY OF ORANGE
CALIFORNIA