



**Orange County
Continuum of Care Board
September 29, 2021**

Homeless Outreach and Proactive Engagement (HOPE) Center Presentation

Soo Kang, North Orange County Public Safety Task Force
Kellee Fritzal, City of Fullerton



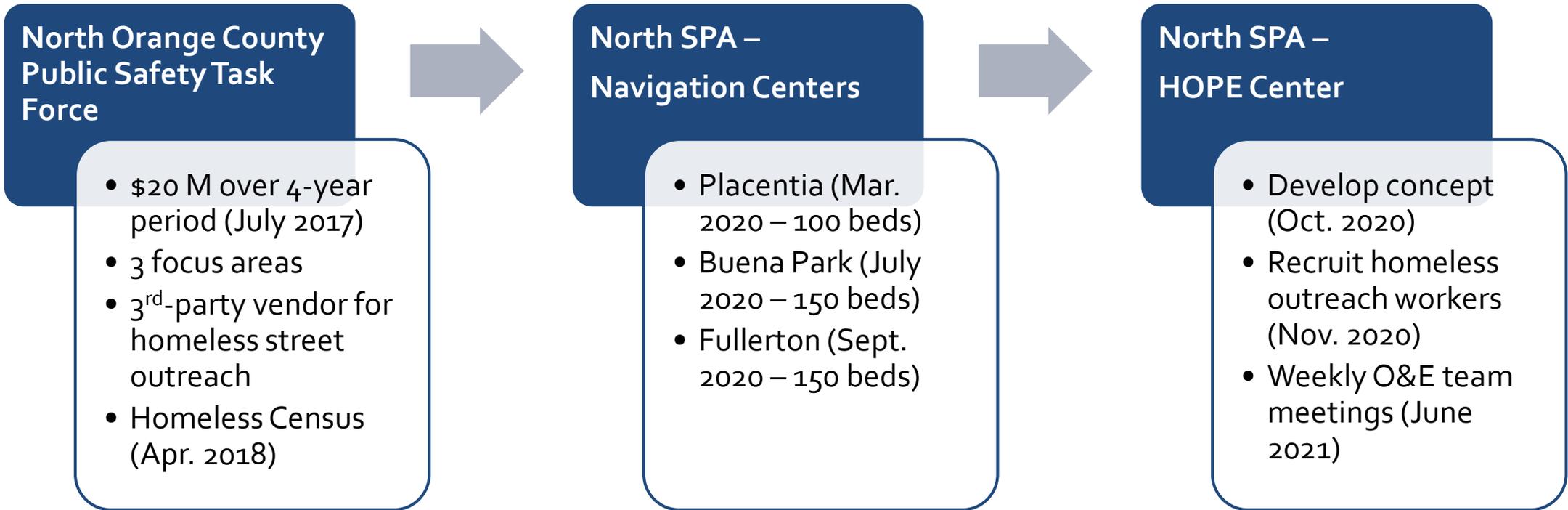
City of **BREA**



North Service Planning Area Cities

**Continuum of Care Board Meeting
September 29, 2021**

Timeline



North Orange County Public Safety Task Force

- Formed through Budget Act of 2017 (Ting, 2017)
- To address:
 - Youth violence prevention/intervention
 - Post-incarceration re-entry services
 - Homeless outreach/intervention
- 10 North OC cities – Anaheim, Brea, Buena Park, Cypress, Fullerton, La Habra, La Palma, Placentia, Stanton, Yorba Linda
- Allocated \$20,000,000 over a four year period from July 2017 – June 2021



North Orange County Public Safety Collaborative

- Continued Funding in the Budget Act of 2021
- To continue addressing:
 - Youth violence prevention/intervention
 - Post-incarceration re-entry services
 - Homeless outreach/intervention
- Includes now 11 cities – Anaheim, Brea, Buena Park, Cypress, Fullerton, **Orange**, La Habra, La Palma, Placentia, Stanton, Yorba Linda
- Allocated \$7,800,000 over a one-year period

Highlight to Findings on Homelessness

Addressing homelessness through shared responsibility: right resource, right person, at the right time.

A structured, collaborative, and highly leveraged approach, aligning and coordinating the multitude of efforts across a contiguous & manageable geography.

Right Resource, Right Person, Right Time: Partners & Resources

- **County BHS Mental Health** – PERT Team
- **St. Jude** – Administering community medicine, working with medical and paramedics staff
- **Cal-Optima** – Partnering with Homeless Response Team and Clinical Field Team
- **County BHS Outreach & Engagement Team** – Collaborative outreach with city homeless outreach workers, with access to public health nursing staff
- **Telecare** – Partnering with provider for remote medical care and recuperative case management services
- **Shelter Service Providers** – Refer clients to Mercy House and PATH-operators to Buena Park & Placentia Navigation Centers

HOPE – Structured, Collaborative & Highly Leveraged

- **Sustainability:** A concept to sustain the efforts of the North Orange County Public Safety Collaborative and the North SPA cities.
- **National Affliction:** Homelessness afflicts California's cities, effectively defying efforts to address them on a city-by-city basis even as they tax the capacities of municipal leadership and local law enforcement.
- **Collaboration:** The need for Collaborative Homeless Outreach is critical.
- **HUB:** Evidence-based, data-driven, and replicable model with a common agenda to end street homelessness with shared performance metrics on new homeless clients and street exits in the region.

HOPE – Alignment of Efforts

- **Metrics and information** on the service work performed are collected by all key players and shared using a common communication and data platform that enables continuous communication.
- **Human- & data-driven integration** of key local community members in a singular effort to connect homeless clients to the systems of care
- Utilization of **Outreach Grid** – app-based communication platform for resource and service links to a system of care including:
 - Bed shelter reservation system
 - Soon to come: Enroll those eligible for Cal-Optima



HOPE - Promising Practice: Integration of Medical Services

- Partner with local hospitals and ambulance services to develop healthcare mobile response units.
- Provide low-acuity medical intervention to homeless.
- Deploy Nurse & EMT to triage low-level ailments and chemical dependency illnesses.



HOPE – Physical Building in Fullerton

- City-owned building formerly occupied by the Orange County Child Development Center.
 - 2050 Youth Way, Fullerton (Adjacent to St. Jude Hospital)
- City of Fullerton would host HOPE site and is in process of building improvements

NORTH SPA CITIES: GAPS IN SERVICES

- **Housing Navigators** – Specialist who connects with homeless clients to develop a housing plan including addressing barriers, housing search, arranging appointments, and securing move-in readiness.
- **Case Managers** – Through the coordinated entry system, prioritize clients from outreach and navigation centers to permanent housing. A minimum of four (4) Case Managers will enable to advocate and match clients to appropriately link to County programs and services for the region.
- **Outreach Coordinator** – Oversee homeless outreach workers, housing navigators, case managers, and community agency partners. Establish standardized training across the region for homeless outreach workers, case managers, and housing navigators. Represent North SPA in relevant housing meetings, committees, and commissions.

System of Care Update

Doug Becht, Acting Director
Office of Care Coordination

Business Calendar – Item #2

Project Roomkey

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

Business Calendar – Item #2

COVID-19 Vaccination Efforts

- The Office of Care Coordination is working with Public Health Services and two Federally Qualified Health Centers on vaccination efforts for those experiencing homelessness
 - **Families Together of Orange County**
661 W. 1st Street, Tustin, CA 92780
Monday – Friday from 9 am to 4:30 pm
 - **Share Our Selves**
1550 Superior Avenue, Costa Mesa, CA 92627
Monday – Friday from 9 am to 4:30 pm

Business Calendar – Item #2

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

- Orange County tenants with rental arrears and/or past due utility bills are encouraged to apply for assistance.
- Landlords are also encouraged to apply.
- Priority for households that have an income of 50 percent or below of the Area Median Income (AMI).



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.

This graphic features a dark blue background. On the left is an orange icon of a house with a keyhole. To its right, the text 'CA COVID-19 RENT RELIEF' is written in large, white, bold, sans-serif capital letters. Below this, in smaller white text, is the instruction to check eligibility and apply for rent and utility relief at HousingIsKey.com or call 833-430-2122 today.



CA COVID-19 RENT RELIEF

Visit [HousingIsKey.com](https://www.HousingIsKey.com) or call 833-430-2122

CALIFORNIA ALL

This graphic shows a photograph of a smiling family of four (a man, a woman, and two children) sitting together outdoors. Overlaid on the top right of the photo is the 'CA COVID-19 RENT RELIEF' logo and text in white. In the bottom right corner, there is a dark blue call-to-action box with white text. In the bottom left corner, there is a circular logo with the text 'CALIFORNIA ALL'.

Business Calendar – Item #2

Housing and Disability Advocacy Program (HDAP)

- The HDAP is a county-administered program that provides housing support and benefits application assistance to people with a disability who are experiencing homelessness.
- The California Budget Act of 2021 appropriated \$175 million for HDAP in Fiscal Year (FY) 2021-22 to establish, continue and expand housing and homelessness assistance through the program.
- On September 13, 2021, the State of California, Department of Social Services (CDSS) released an All County Welfare Director Letter to notify counties of HDAP funding available for FY 2021-22.
- The County of Orange will be receiving a noncompetitive allocation amount of \$7,659,238, available for the expenditure period of July 1, 2021, to June 30, 2024.

Business Calendar – Item #2

Housing and Disability Advocacy Program (HDAP)

- The Office of Care Coordination oversees the operations of HDAP through a Memorandum of Understanding with the OC Social Services Agency.
- HDAP provides supportive services, assistance with increasing income through disability benefits and housing opportunities to individuals experiencing homelessness through the following contracted service provider :
 - **City Net**
 - **Friendship Shelter**
 - **Mercy House**
- HDAP has shown to be a vital resource to the community. The expansion and development of HDAP will allow for continued and improved support in FY 2021-24.

Continuum of Care (CoC) Updates

Zulima Lundy, Continuum of Care Manager

Business Calendar – Item #3

Ad Hoc and Working Group Updates

- HMIS Policies and Procedures Review Process
- HMIS Access Working Group
- CoC Nominating Committee
- CoC Vision Ad Hoc

Business Calendar – Item #3

HUD-VASH Eligibility

The HUD-VASH program is a collaborative effort among the U.S. Department of Housing and Urban Development (HUD), the U.S. Department of Veterans Affairs (VA), and local Public Housing Authorities (PHAs).

Under the HUD-VASH program, Veterans receive a housing choice voucher plus case management and supportive services from the VA. Veterans pay rents that are affordable to their households with the local public housing authorities helping to pay the remainder.

Eligibility:

- Experiencing homelessness, as defined in the McKinney-Vento Homeless Assistance Act
- Received an honorable discharge, general discharge, other than honorable discharge, or bad conduct discharge (from a special court-martial) from any branch of the U.S. Armed Forces
- Meet income qualifications
- Willing to participate in mandatory ongoing case management and supportive services

Business Calendar – Item #3

Training Opportunity: HUD's Equal Access Rules

- The Office of Care Coordination will be hosting a training on the Equal Access Final Rule and Gender Identity Final Rule established by the U.S. Department of Housing and Urban Development (HUD).
- Through this training, service providers will learn how to effectively implement HUD's Equal Access Rules to ensure fair housing and shelter opportunities for those experiencing homelessness. Please find details on the upcoming training below:

Date: September 30, 2021

Time: 3:00 p.m. - 4:00 p.m.

This virtual training requires registration. Please register to attend by Wednesday, September 29, 2021. Contact the Office of Care Coordination for the registration link at CareCoordination@ochca.com or 714-834-5000

Business Calendar – Item #3

Training Opportunity:

Best practices for Serving LGBTQ+ Persons

- The Office of Care Coordination and the Orange County CoC are hosting a training on best practices for serving LGBTQ+ persons.
- This training will focus on how service providers can incorporate best practices into service delivery to ensure safe and welcoming spaces for LGBTQ+ persons. Participants will receive practical tools that promote equity in service provision.

Date: Friday, October 15, 2021

Time: 10:00am – 11:00am

This virtual training requires registration. Please register to attend by Thursday, October 14, 2021. Contact the Office of Care Coordination for the registration link at CareCoordination@ochca.com or 714-834-5000.

Business Calendar – Item #3

2021-22 Homeless Youth Emergency Services and Housing (YE) Program Request for Proposal

- The YE Program establishes or expands access to a range of housing options that meet the needs of youth experiencing homelessness, and to provide crisis intervention and stabilization services so that the immediate crises these youth face can be resolved, and they can focus on their futures.
- Eligible applicants must be non-government organizations with a history of serving youth experiencing homelessness and have a registered nonprofit status of “current”, “exempt”, or “pending”.
- Applicants may request up to \$2,250,000 - \$5,000,000
- Submittal deadline is October 18, 2021
- The RFP is located on the CalOES website here:
<https://www.caloes.ca.gov/GrantsManagementSite/Documents/YE21%20RFP.pdf>

Business Calendar – Item #3

U.S. Interagency Council on Homelessness (USICH) Federal Strategic Plan

USICH recently started an intensive process to create a new **Federal Strategic Plan to Prevent and End Homelessness**. It requires input from people who are part of the response to homelessness, people who have a vested interest in ending homelessness, and people with lived experience.

- USICH launched the first Federal Strategic Plan to Prevent and End Homelessness in 2010. National outcomes in the last decade include:
 - Homelessness dropped by 9%, nearly 50% among veterans and 30% among families.
 - 82 communities and 3 states ended veteran or chronic homelessness.
- USICH reports progress has stalled in the last few years.
- Homelessness has been on the rise since 2016, and some troubling trends have emerged even prior to the pandemic:
 - For the first time since the U.S. started collecting this data, more of the people experiencing homelessness were unsheltered than sheltered.
 - Measurable increase in the number of unsheltered families with children.

Business Calendar – Item #3

U.S. Interagency Council on Homelessness (USICH) Federal Strategic Plan

The Office of Care Coordination and Orange County CoC are encouraging participation in a survey by the USICH.

USICH invites feedback from anyone, particularly people who have experienced homelessness; people who serve the LGBT, BIPOC, or veteran communities; and people whose work involves the justice system.

Online Survey

- You can complete the survey online by visiting the [USICH website](#).

Paper Survey

- The Office of Care Coordination is also looking to coordinate and facilitate participation in the survey for those with limited access to internet and/or computers. Please contact the Office of Care Coordination via email at carecoordination@ochca.com or phone at 714-834-5000.

Business Calendar – Item #3

House America: An All-Hands-on-Deck Effort to Address the Nation's Homelessness Crisis

House America is a federal initiative in which the U.S. Department of Housing and Urban Development (HUD) and the U.S. Interagency Council on Homelessness (USICH) are inviting mayors, city and county leaders, tribal nation leaders, and governors into a national partnership.

- *House America* leverages American Rescue Plan and other federal resources to immediately re-house and build additional housing for people experiencing homelessness.
- Resources within the American Rescue Plan include:
 - 70,000 emergency housing vouchers
 - \$5 billion in HOME grants
 - \$350 billion in State and Local Fiscal Recovery Funds through the Department of the Treasury
 - Significant investments to preserve and protect housing on tribal lands
- To learn more about House America, to join the initiative, or to view a list of House America participants, visit: hud.gov/house_america.

**FY2021 CoC Notice of Funding
Opportunity (NOFO)**

Zulima Lundy, CoC Manager

Business Calendar – Item #4

Update on the FY2021 CoC NOFO Process

- The annual CoC NOFO Competition was released by the U.S. Department of Housing and Urban Development (HUD) on August 18, 2021.
- The following information provides the estimated funding amounts available to the Orange County CoC for the FY 2021 CoC Program NOFO.
 - **Preliminary Pro Rate Needs (PPRN):** \$18,243,039
 - **Estimated Annual Renewal Demand (ARD):** \$28,231,737
 - **CoC Bonus:** \$1,411,587
 - **DV Bonus:** \$2,736,456
 - **CoC Planning:** \$846,952

Business Calendar – Item #4

CoC Bonus and Reallocation Request For Proposal

- The Orange County CoC is seeking proposals from qualified organizations for the CoC Bonus and funds made available through reallocation for the FY2021 CoC Program NOFO.
- The deadline to apply is Thursday, October 7, 2021, at 12:00 p.m.
- Funding available: \$1,411,587
- New projects created through reallocation or CoC Bonus processes include:
 - Permanent Supportive Housing
 - Rapid Rehousing
- For more information, visit the following link:
<https://app.bidsync.com/bid-detail/fdb605b7-03b9-40c0-a308-0da10f574e7c?email=Y>

Business Calendar – Item #4

Domestic Violence (DV) Bonus Request For Proposal

- The Orange County CoC is seeking proposals from qualified organizations for the DV Bonus funding available through the FY2021 CoC Program NOFO.
- The deadline to apply is Thursday, October 7, 2021, at 12:00 p.m.
- Funding available: \$2,736,456
- Eligible Project Types
 - Rapid Rehousing
 - Joint Transitional Housing (TH) and Rapid Rehousing
- For more information, visit the following link:
<https://app.bidsync.com/bid-detail/a5a849b3-b938-4c8e-b9f0-3c1ba4bb0fb2?email=Y>

Business Calendar – Item #4

Applications for Renewal Funding

- On September 3, 2021, the Orange County Continuum of Care 2021 Application for CoC Renewal Projects became available on BidSync.
- Applicants eligible for renewal funding received an invitation to submit their renewal funding project application(s).
- The deadline for the CoC Renewal Project Application is Monday, October 4 at 12:00 pm.

Business Calendar – Item #4

Project Performance Measures

Project performance accounts for 40 points out of 100 on the CoC Ranking and Rating rubric. Below is the weight of each measure on the project's total score.

PSH Projects

- Average Data Quality Score - 13%
- Entries from Homelessness - 13%
- Days until PH Placement - 14%
- Increased Income – Stayers - 8%
- Increased Income – Leavers - 10%
- Returns to Homelessness - 15%
- Unit Utilization - 15%
- Stabilized in Permanent Housing - 12%

RRH and TH-RRH Projects

- Average Data Quality Score - 14%
- Entries from Homelessness - 14%
- Days until PH Placement - 16%
- Increased Income – Stayers - 11%
- Increased Income – Leavers - 13%
- Returns to Homelessness - 16%
- Successful Exits - 16%

Business Calendar – Item #4

Project Performance Threshold and Point Allocations

Rapid Rehousing	Average Data Quality	Entries from Homelessness	Average Days Until Permanent Housing Placement	Increased Income for Stayers	Increased Income for Leavers	Successful Exits	Returns to Homelessness
2021 Thresholds	98%	100%	30	40%	44%	80%	7%
Met Threshold	14	14	16	11	13	16	16
<10% from Threshold	7	7	8*	6	7	8	8
>10% from Threshold	0	0	0	0	0	0	0

Business Calendar – Item #4

FY2021 Rating and Ranking Criteria

Scoring Criteria	Description	Calculated Measure	Maximum Points
Administrative Review	Prepopulated from Agency Administrative Review	Agency Administrative Score	5
Project Performance	Prepopulated from Project Performance Reports	HMIS Project Performance Reports	40
Project Effectiveness	Does the project applicant's performance meet the plans and goals established in the initial application as amended?	<ul style="list-style-type: none"> Project description Project effectiveness -Annual Performance Report (APR) 	20
Coordinated Entry Participation	Has the project description in the application effectively mentioned the use of Coordinated Entry?	<ul style="list-style-type: none"> Project description Coordinated Entry Participation Attestation and questionnaire 	15
Housing First and/or Low Barrier Implementation	Does the project abide by Housing First principles? This includes no preconditions or barriers to entry except as required by funding sources, provision of necessary supports to maintain housing and prevent a return to homelessness.	<ul style="list-style-type: none"> Project description Housing First Model Assessment Housing First Policies 	10
Unspent funds	Review of unspent in last 3 grant terms. <ul style="list-style-type: none"> Unspent funds will be compared to the annual renewal amount (ARA) 	<ul style="list-style-type: none"> Unspent funds under 5% of ARA will be awarded 10 Points Unspent funds between 5-10% of ARA will be awarded 5 points Unspent funds over 10% ARA will be awarded 0 points 	10
Total Points			100 Maximum Points Possible

Business Calendar – Item #4

Recommended Actions

- Approve the Project Performance Measures and Thresholds for the FY2021 CoC Program NOFO
- Approve the FY2021 Rating and Ranking Criteria for the FY2021 CoC program NOFO
- Establish Request for Proposal (RFP) Review Panels to review and recommend the Domestic Violence and CoC Bonus and Reallocation Funding RFPs for the FY2021 CoC Program NOFO

2022 Point In Time Count Update

Zulima Lundy, Continuum of Care Manager

Why do a Point In Time Count?

- The Office of Care Coordination in partnership with the Continuum of Care conduct a Point In Time count every two years in Orange County; however, due to the COVID-19 pandemic the 2021 Point In Time Count was cancelled.
- Federal and State funding sources are strongly encouraging a 2022 Point In Time Count. Not conducting a 2022 Point In Time Count and relying on data collected during 2019 may result in reduced funding to address homelessness.
- The Point In Time count is intended to obtain an unduplicated number of homeless people in Orange County at a given point in time.

Benefits of the Point In time Count

- Provides an opportunity to have updated information on those experiencing homelessness on the streets and/or emergency shelters, noting changes in subpopulations and service needs and allowing the County of Orange to update our response to homelessness accordingly.
- Increases the County of Orange and Orange County Continuum of Care's competitiveness in state and federal funding opportunities.
- Three days where we will outreach to all the people experiencing homelessness in Orange County and an opportunity to engage and educate the public on homelessness.
- Opportunity to reconcile and update the Veteran Registry and bring us one step closer to ending veteran homelessness.

Business Calendar – Item #5

Methodology

- Replicate 2019 Point In Time Count methodology with enhanced data collection incorporating the use of ArcGIS survey mapping technology and Survey123, a smartphone application to capture demographics and survey information
- Teams of volunteers to be deployed to regional maps to canvas the area and conduct surveys of homeless people encountered at homeless encampments, streets, sidewalks, parks, vacant lots, business centers, neighborhoods, alleys, etc.
- Incorporates the use of unique identifier to allow Point In Time count to occur over multiple days and de-duplication of information to occur
- Subpopulation specific efforts
 - Transitional Aged Youth
 - Veterans
 - Families

Business Calendar – Item #5

Transitional Aged Youth (TAY) Focused Count

- Include youth guides to support accurate mapping of hot spots and engagement with youth experiencing homelessness
- Partner with community agencies to aid in the planning and execution of count
- Volunteer and youth guide training curriculum specific to TAY count
- Incentives to be provided to youth upon engagement and participation in survey

Business Calendar – Item #5

Who will be involved?

- **County of Orange** – Health Care Agency, Social Services Agency, OC Community Resources, OC Sheriff’s Department, OC Parks, and OC Public Works
- **City Net** – lead agency for unsheltered count
- **Covenant House California** – lead for Transitional Aged Youth Count
- **2-1-1 Orange County** – lead agency for sheltered count
- **Urban Initiatives** – HUD methodology and survey tool design
- Continuum of Care Agencies
- Nonprofit and faith-based service providers

Business Calendar – Item #5

Timeline of Activities

- **Early October** – Establish Sole Source Contract with City Net for the coordination and planning of activities in support of the unsheltered count
- **October to December** – updating of maps and hot spot locations in coordination and collaboration with street outreach teams, law enforcement, cities and non-profit partners
- **December to January** – Identification of deployment centers, recruitment of volunteers, coordination of donations, and trainings
- **Last ten days of January 2022** – conduct 2022 Point In Time Count

Business Calendar – Item #5

Recommended Actions

- Recommend the Office of Care Coordination, as the CoC Administrative Entity, conduct a 2022 Point in Time Count of sheltered and unsheltered persons experiencing homelessness in Orange County.
- Establish a 2022 Point In Time Count Planning Committee in partnership with City Net and Covenant House California.

Emergency Housing Voucher (EHV) Update

Zulima Lundy, CoC Manager

Doug Becht, Acting Director

Business Calendar – Item #6

Target Populations for EHV's

Individuals

Families

Veterans

Transitional
Aged Youth

Move-On
Strategy

Re-Entry and
Exiting
Facilities

Domestic
Violence

Business Calendar – Item #6

Updates from the Public Housing Authorities



Anaheim Housing Authority

Garden Grove Housing Authority

Orange County Housing Authority

Santa Ana Housing Authority

Commission to End Homelessness Update

**Matt Bates, CoC Member of the Commission to
End Homelessness**

CoC Committee Updates

Tim Houchen, Lived Experience Advisory Committee Chair

Becks Heyhoe, Secretary and Transitional Aged Youth
Committee Chair

Judson Brown, Housing Opportunities Chair

Natalie Bui, Coordinated Entry System Chair

Business Calendar – Item #8

Lived Experience Advisory Committee (LEAC)

- LEAC has established a monthly meeting schedule.
- LEAC is working to finalize the committee governance charter.
- LEAC members provided feedback and ideas to Orange County United Way on how to best engage community members about during this year's Hunger & Homelessness Awareness Week.

