



Orange County Homeless Provider Forum
August 18, 2022

Welcome and Introductions

Soledad Rivera, Families Together Orange County

Donald Dermit, The Rock Church

Agenda Item #1

Welcome!

- Meeting Agenda Overview
 1. Welcome and Introductions
 2. Training: Implementing Trauma Informed Care
 3. Continuum of Care (CoC) Updates
 4. Announcements
 5. Closing Remarks and Questions
 6. Networking

Agenda Item #1

Introductions

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

Implementing Trauma Informed Care

Dusty Olson, Abt Associates



Implementing Trauma Informed Care

Orange County Provider Forum

August 18, 2022

Introductions

Dusty Olson

She/Her

Abt Associates

HUD Technical Assistance Provider

dusty_olson@abtassoc.com



Learning Objectives



UNDERSTAND THE BASICS OF
TRAUMA AND HOW IT IMPACTS
THE DELIVERY OF HOMELESS
SERVICES

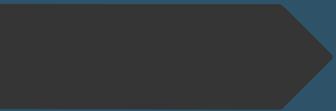


UNDERSTAND THE PRINCIPLES
OF TRAUMA INFORMED CARE



IDENTIFY WAYS TO
INCORPORATE PRINCIPLES
INTO YOUR SERVICE DELIVERY
PRACTICES

Understanding Trauma



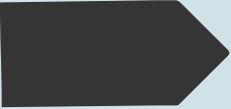


Definitions

Trauma: Intense stress that overwhelms our biological, psychological and social capacity resulting in vulnerability and a loss of control leaving a person feeling helpless and fearful

Complex Trauma: repeated systematic trauma that occurs over time

Trauma Informed Care: Overarching structure and treatment attitude that emphasizes understanding, compassion, and responding to the effects of all types of trauma with an understanding of the vulnerabilities or triggers a trauma survivor may experience and how they may impact the way the individual accepts and responds to services

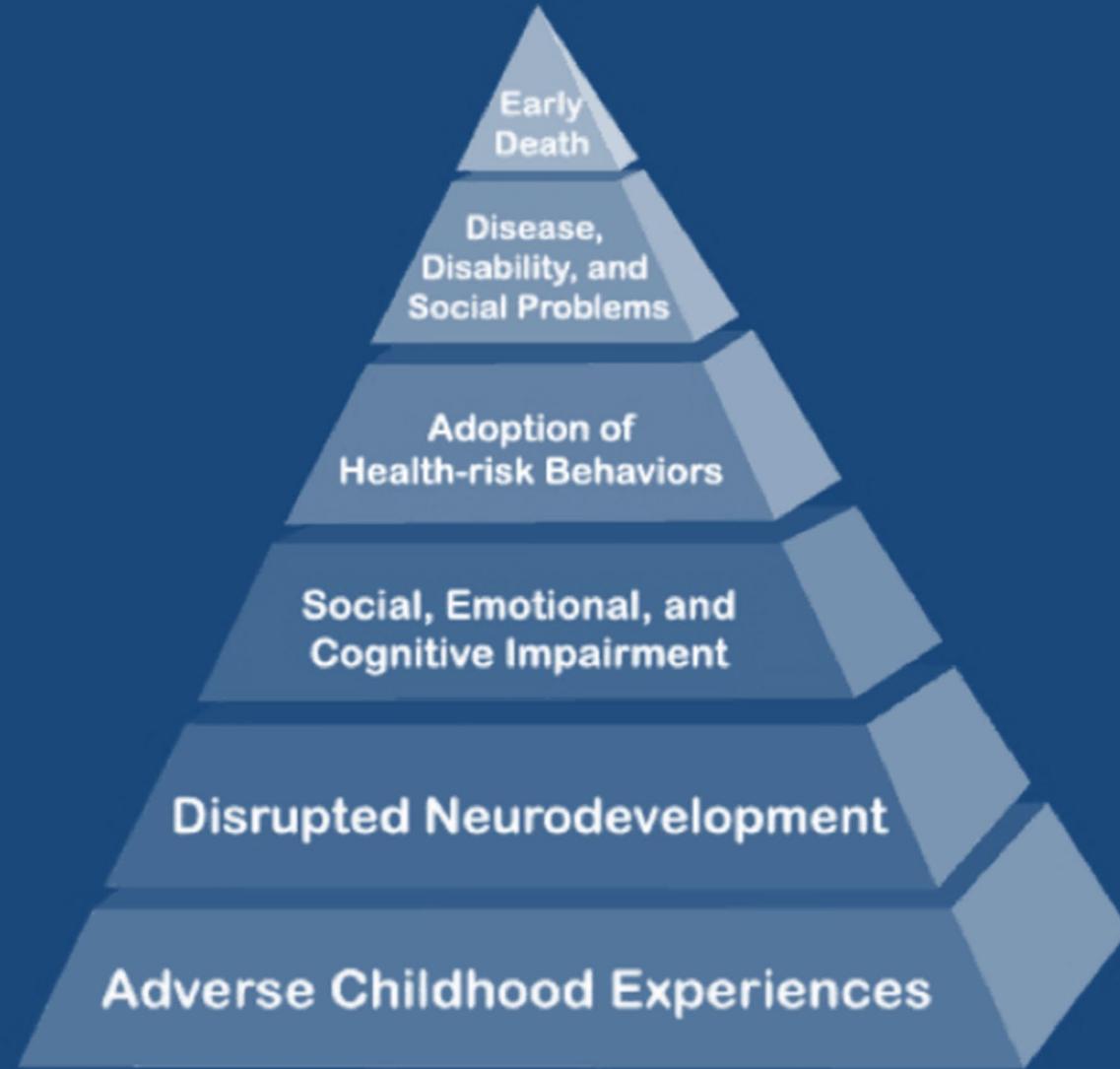


Impact of Trauma

- ▶ The impact of trauma is related to the level of intensity, duration, importance and uncertainty associated with the event
- ▶ Trauma is “in the eyes of the beholder”
- ▶ Every person’s capacity to respond to trauma is different
- ▶ Capacity is increased by protective factors such as healthy lifestyle, positive relationships, sense of control, resiliency and self-confidence
- ▶ Capacity is decreased by unhealthy lifestyle, dysfunctional relationships, lack of enrichment, poverty, addiction, long-term intense stress and compounding trauma
- ▶ Impacts of trauma are cumulative

Death

Conception



Mechanisms by Which Adverse Childhood Experiences Influence Health and Well-being Throughout the Lifespan



Responses to Trauma

- ▶ Reactions to trauma impact every aspect of a person's life, including their self-concept, relationships, decision-making ability, physical and mental health
- ▶ Responses to trauma are adaptive at the time, particularly as survival skills
- ▶ Trauma response are generally based on avoiding pain and seeking pleasure
 - ▶ Self-medicating is an attempt to relieve emotional and physical pain and experience some pleasure
- ▶ Maladaptive trauma responses should be understood as coping skills that were once useful in the past, and which can slowly be replaced with healthier alternatives

Homelessness is a Form of Trauma

- Many experience multiple pre-existing traumas, but being homeless is also a source of trauma
- The loss of home, community, stability, safety and routine is traumatic
- Chronic traumatic experiences, like those often found in the lives of people who are homeless, can have an impact on the physical, emotional, relational and cognitive aspects of people's lives.
- Managing a trauma response in a harsh environment
- Trauma response often leads to involuntary exit from services creating a cycle that supports mistrust

Impact of Trauma on Service Delivery



Lack of trust in providers



Inappropriate responses



Difficulty asking for and accepting help



Difficulty sustaining long-term relationships



Few coping and problem-solving skills

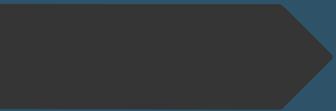


Clients may experience the system as re-traumatizing



Clients are labeled as resistant or manipulative

Becoming Trauma Informed





What does it mean to be trauma informed?

A system” whose primary mission is altered by virtue of knowledge about trauma and the impact it has on the lives of consumers receiving services.” – Maxine Harris

“Understanding, anticipating, and responding to the issues, expectations and special needs that each trauma-survivor may have. At a minimum trauma-informed services should endeavor to do no harm...” - SAMSHA



Outcomes of Trauma Informed Services

Better overall outcomes for both single adults and families

Positive effect on housing stability

Decreased Use of crisis-based services

More cost-effective

Positive responses from providers

Positive responses from providers



Challenges to being Trauma Informed

- Capacity
- Staff Turnover
- Limited Resources
- Working with multiple systems and providers
- [White Dominant Culture](#) Norms

Organizational Transformation



PROGRAM LEADERS
MUST HAVE THE
AUTHORITY TO INSTITUTE
PROGRAMMATIC
CHANGE AND THE
SUPPORT OF THE
BROADER AGENCY TO
IMPLEMENT THESE
CHANGES



CREATING BUY-IN



EVERYONE NEEDS TO BE
TRAINED AND PRACTICE
TRAUMA INFORMED
CARE



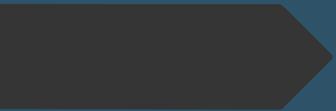
CREATING AN
ENVIRONMENT THAT
SUPPORTS PEOPLE WHO
HAVE EXPERIENCED
TRAUMA IS AN
ONGOING PROCESS
THAT TAKES TIME AND
AN ON-GOING
COMMITMENT

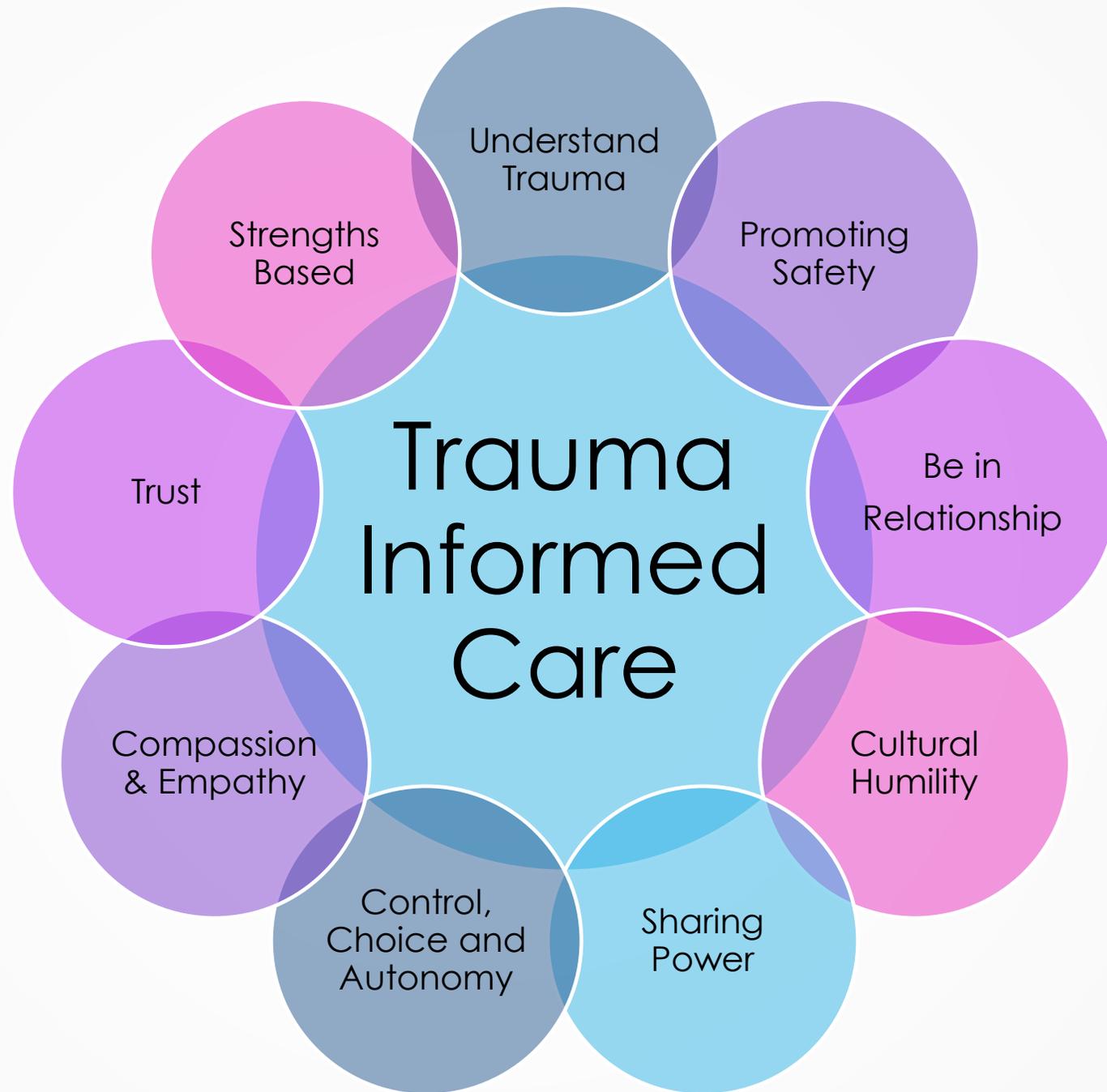


Organizational Self-Assessments

- ▶ [Trauma Informed Organizational Self-Assessment](#)
- ▶ [NHHCC Trauma-Informed Organizational Assessment](#)
- ▶ [Environmental Assessment](#)
- ▶ [Self Assessment: Adoption of Trauma Informed Care Practice](#)
- ▶ [Standards of Practice](#)

Principles of Trauma Informed Care







Understanding Trauma

Concept

- Understand the pervasive impacts of trauma
- Understanding behaviors of traumatized individuals as adaptations to past threat
- Understand that problems/symptoms are inter-related responses to or coping mechanisms to deal with trauma
- Begin to think about ways of developing new adaptations that might lead to more productive outcomes

Examples in Practice

- Implement a staff policy of 8 hours of initial training in trauma concepts and at least 2 hours each subsequent year
- Analyze communications and materials for [trauma informed language](#)
- Materials should acknowledge consumers' trauma and experiences of homelessness as traumatic, and how this impacts service delivery
- [Hiring interviews](#) include demonstration of knowledge and understanding of trauma



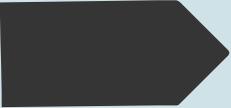
Promoting Safety

Concept

- ▶ Emotional Safety: emotions and psychological state are validated and supported
- ▶ Physical Safety: absence of harm or injury that can be experienced by any person from a physical object
- ▶ Psychological Safety: mental well-being, which encompasses perceptions, relationships, and personal trauma triggers
- ▶ Crisis Management: the process by which an organization deals with a sudden emergency

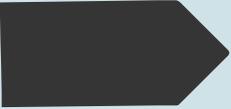
Examples in Practice

- ▶ Ensure all staff receive training in trauma and de-escalation with regular refresher courses
- ▶ Utilize a [Critical Incident Stress Debrief](#) model to mitigate trauma and learn from practice



Creating Physical Safety

- ▶ Seating areas where no one can walk behind them (as with their back to the wall or a partition)
- ▶ Ensure stalls and single-occupancy restrooms can be locked
- ▶ Maintaining the overall environment — fixing things when they are broken, sweeping/dusting/mopping, and spraying for bugs — conveys respect for clients
- ▶ Orienting clients to the living space, such as being shown light switches and the locations of restrooms and how to lock them, increases their sense of ease and control
- ▶ Create a calming atmosphere
- ▶ Reflect the talents and cultures of the people you serve in your environment
- ▶ Include developmentally appropriate materials, and toys that give children opportunities for creative play



Creating Emotional Safety

- Convey respect
- Before having an interview or examination, explicitly ask consumers about any concerns, fears, or past negative experiences related to the service or intervention
- Ask only those pieces of information that are necessary to know at the time
- Be consistent and predictable
- Follow through with commitments
- Utilize [Safety Plans](#) and [Crisis Prevention Plans](#)
- Set healthy emotional boundaries
- All the additional principles of Trauma Informed Care help to create emotional safety



Healing Happens in Relationship

Concept

- ▶ Experiencing safe, authentic, positive relationships can be tremendously restorative to survivors of trauma
- ▶ Positive relationships promote a feeling of safety and trust
- ▶ Peer support and mutual self-help are key vehicles for establishing safety and hope, building trust, enhancing collaboration, and utilizing their stories and lived experience to promote recovery and healing

Examples in Practice

- ▶ Have a plan in place to handle staff transitions so that clients aren't retraumatized by staff turnover
- ▶ Provide programming that encourages the development of relationships among consumers
- ▶ Develop a paid [Peer Support](#) program
- ▶ [Hire persons with lived experience of homelessness](#)



Cultural Sensitivity & Humility

Concept

- ▶ Honoring the voices and experiences of marginalized groups and the intersections of identities
- ▶ Learning about diverse cultures and experiences
- ▶ Acknowledge the impact of [historical oppression and trauma](#)
- ▶ [Incorporating Racial Equity](#) into policy and practice
- ▶ Identifying the role of [white privilege](#)

Examples in Practice

- ▶ Provide trainings on racial equity and explicitly marginalized populations
- ▶ Consult a cultural humility calendar when scheduling events or to identify holidays to acknowledge
- ▶ Always utilize professional interpreters
- ▶ Offer opportunities to share identities and cultural background including how they view this as a strength in providing quality care or engaging in services
- ▶ Develop a formal process to ensure staff and leadership reflect the same cultural, racial, and ethnic backgrounds as the people being served
- ▶ Developing an [Anti-Racist](#) organizational mission



Consumer Control, Choice and Autonomy

Concept

- ▶ Informed consent
- ▶ Sharing information in meaningful and understandable ways
- ▶ Ensuring full knowledge of the benefits, risks and consequences of decisions
- ▶ Supporting autonomy, freedom, and control of participants without pressure or coercion

Examples in Practice

- ▶ Ensuring that housing is not contingent upon participation in any other services
- ▶ Create a section in the case notes/treatment plan specifically for consumer feedback/ comments
- ▶ Create a process to ensure consumers are offered the option to select a provider based on gender, race, or other preferences
- ▶ Help consumers think through choices and options using if/then statements to understand ramifications of decisions



Compassion & Empathy

Concept

- ▶ Interacting with understanding and respect for the individual
- ▶ Demonstrate positive regard for their experiences, feelings and opinions
- ▶ Focus on potential rather than negative circumstances
- ▶ Validate people's experiences and feelings
- ▶ Recognize behaviors as understandable given the circumstances
- ▶ Focus on the relationship even if there is a difference of opinion

Examples in Practice

- ▶ Ask consumers for feedback on how to make the program more welcoming, supportive and healing
- ▶ Review policies for involuntary end of services to ensure they are trauma informed and low barrier
- ▶ Review internal and external communication to ensure the program uses "people-first" and descriptive language rather than characterizing terms to describe consumers
- ▶ All staff should acknowledge consumers verbally and behaviorally when moving about the building
- ▶ Check in with consumers when seeing them outside of regularly scheduled sessions



Trust

Concept

- ▶ Consistency across time and individuals provides safety and allows consumers to anticipate
- ▶ Be flexible to serve individuals in the way that works best for them
- ▶ Maintain consumer privacy and confidentiality and provide autonomy over release of information
- ▶ Respect healthy boundaries

Examples in Practice

- ▶ Create private and confidential spaces for assessments or personal conversations with consumers
- ▶ Develop a written policy outlining boundaries between staff and consumers, including contact outside of work activities, self-disclosure, sharing resources, and physical contact
- ▶ Coach staff to respond when they hear other staff talk about consumers in common spaces, or in disrespectful ways



Strengths Based

Concept

- Acknowledge that every individual is an expert in their own life
- Focus on assets and resources over problems or deficits
- Allowing clients to define their goals and metrics of success
- Provider is there as a facilitator rather an expert or decision maker
- Being proactive with a “future orientation” to prevent further crisis and avoid retraumatization

Examples in Practice

- Review assessments, intakes, and other forms to determine where language is deficit- or problem-based, and reframe questions with a strengths-based lens
- Role play with staff ways to convey that consumers are the expert in their own experience
- Ensure consumers are encouraged to set their own goals, and that those goals are respected and validated
- Implement hiring practices which weight lived experience equivalent with formal education
- Utilize [motivational interviewing](#)



Share Power and Governance

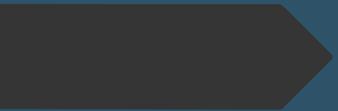
Concept

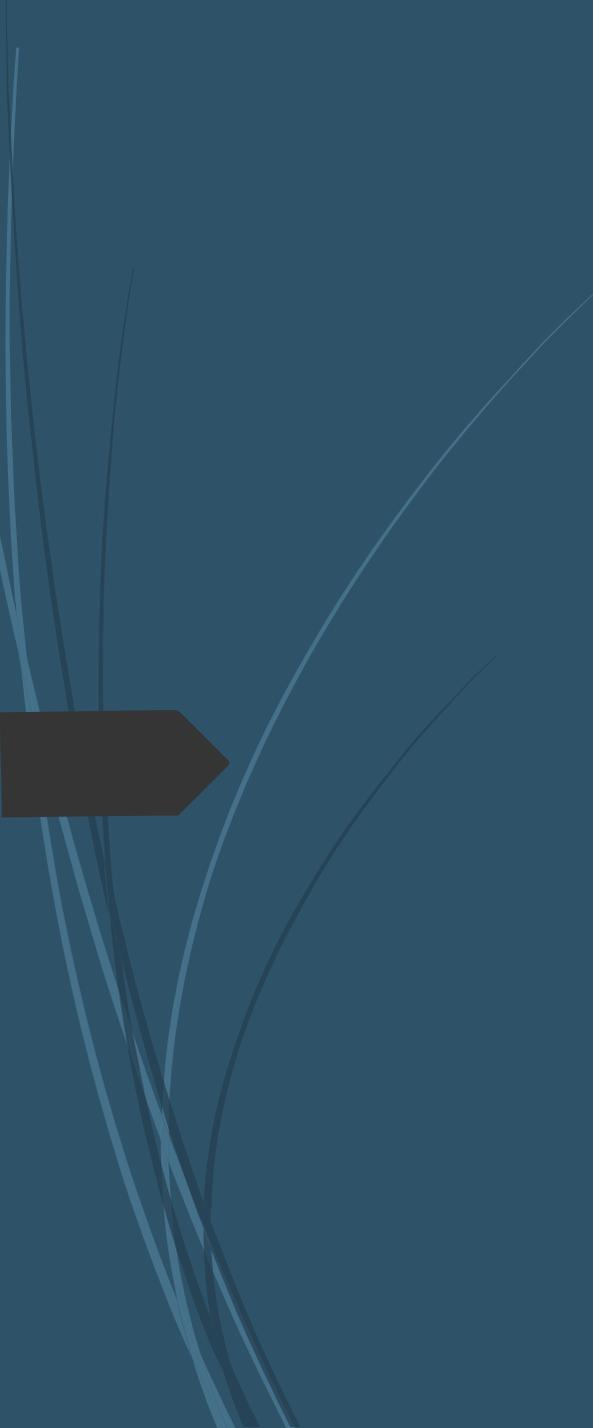
- ▶ Being completely transparent with every element of service delivery and programming
- ▶ Sharing complete and accurate information and managing expectations
- ▶ Equalizing of power in relationships between clients and providers and between staff across all levels of an organization
- ▶ Perception is reality
- ▶ Accountability to the people and communities being served

Examples in Practice

- ▶ Explain why questions are being asked and how client data will be used
- ▶ Have a written policy outlining expectations of consumer behaviors and potential consequences
- ▶ Develop, post, and make accessible “Consumer Rights and Responsibilities” in multiple languages
- ▶ Develop a formal process for soliciting responding, and incorporating feedback from consumers on all existing and newly-developed policies and procedures
- ▶ Being transparent and sharing information about how we conduct “room checks” and other inspections
- ▶ Support clients in running a “resident voice” meeting, put them in charge of developing the agenda and facilitating the discussion

Caring for Staff





A trauma informed
organization
incorporates these
principles for their staff
as well as their clients



A State of Well-Being

- ▶ Supporting policies and practices that support physical, emotional, relational and cognitive well being.
- ▶ Physical well being includes behavior choices to ensure health, avoid preventable diseases and conditions, and live in a balanced state of body, mind, and spirit
- ▶ Emotional well being includes not only stress management technique, but behaviors that promote resiliency and generate positive emotions
- ▶ Relational well being is fostering genuine connection with those around you and support during difficult times
- ▶ Cognitive well being includes self-realization and evaluation of life overall and specific domains such as job satisfaction



Secondary Trauma & Compassion Fatigue

- ▶ Secondary trauma and compassion fatigue are the natural consequences of working in traumatic and stressful environments
- ▶ These conditions characterized by emotional and physical exhaustion, leading to a diminished ability to empathize or feel compassion for others
- ▶ Just as consumers develop maladaptive trauma responses, so will staff
- ▶ Organizations must be mindful of the impacts and mitigate them



Caring for Staff in Practice

- ▶ Allow staff to utilize sick time for self-care
- ▶ Ensure benefits packages include supportive services such as mental health care, employee assistance programs, positive well being benefits
- ▶ Ensure there is regular programming during working hours designed solely for staff self-care
- ▶ Explicitly ask staff privately and in group settings about their workload, and adjust staffing patterns as needed to support staff self-care and optimal effectiveness
- ▶ Create and promote a dedicated space for staff to relax and de-stress with elements of nature and positive and hopeful imagery
- ▶ Prioritize and work to optimize staffing patterns and workloads that support staff
- ▶ Include standing agenda items in staff meetings or supervision to ask about the impact the work has on staff

Mitigating Compassion Fatigue and Burnout



Awareness: Involves accepting that compassion fatigue is common to our work and doesn't imply anything negative about us



Balance: Consider the rule of thirds. A third of the day is spent working, a third spent playing, and a third spent resting.



Connection: Includes both professionally and personally. Remember the second principle, Healing happens in relationships. Just as our clients need relationships to be healthy, so do we. Isolating ourselves is a sure-fire way to become burned out.



Self-Care

- ▶ Know your triggers and warning signs
- ▶ Be alert to what you expose yourself to outside of work
- ▶ Set boundaries
- ▶ Add variety to your work
- ▶ Maintain your relationships inside and outside of work
- ▶ Build [Stress Management](#) into your routine – at work and at home



Questions?



Additional Technical Assistance

If anyone would like to schedule time tomorrow for me to come to your program and talk specifically about what implementation of Trauma Informed Care into your services would look like, please connect with me after the presentation or email me at **dusty_olson@abtassoc.com**

Continuum of Care (CoC) Updates

Zulima Lundy, Director of Operations

Felicia Boehringer, CoC Administrator

Office of Care Coordination

Agenda Item #3

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 #3

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 #3

FY 2022 CoC Program Notice of Funding Opportunity (NOFO)

- The U.S. Department of Housing and Urban Development (HUD) is making approximately \$2.8 billion in competitive funding available through the Fiscal Year (FY) 2022 Continuum of Care (CoC) Competition Notice of Funding Opportunity (NOFO).
- Additionally, this includes at least \$52,000,000 available for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Bonus (DV Bonus) projects.
- Funding available to the Orange County CoC:
 - ❖ Estimated Annual Renewal Demand (ARD): \$29,942,953.
 - ❖ DV Bonus: \$1,695,433
 - ❖ CoC Bonus: \$1,497,148
 - ❖ CoC Planning: \$898,289

Agenda Item #3

FY 2022 CoC Program Notice of Funding Opportunity (NOFO)

Renewal Project Application

- On August 15, 2022, the County of Orange on behalf of the Orange County CoC made available FY 2022 CoC Renewal Project Application on the [FY 2022 CoC NOFO webpage](#).
 - ❖ **Starts:** August 15, 2022, at 7:40 p.m. (PDT)
 - ❖ **Deadline:** August 31, 2022, at 12:00 p.m. (PDT)

CoC Bonus, Domestic Violence (DV) Bonus, and Reallocation Projects Request for Proposals

- On August 15, 2022, the County of Orange on behalf of the Orange County CoC made available FY 2022 Request for Proposals for Continuum of Care Bonus, Domestic Violence Bonus and Reallocation Projects on the [FY 2022 CoC NOFO webpage](#).
 - ❖ **Bid Starts:** August 15, 2022, at 7:40 p.m. (PDT)
 - ❖ **Bid Deadline:** August 31, 2022, at 2:00 p.m. (PDT)

Agenda Item #3

FY 2022 CoC Program Notice of Funding Opportunity (NOFO)

- HUD has given a tight timeline for this year's CoC NOFO application process. The timeline below details internal dates of proposal and application submittals, as well as HUD deadlines.

DATE	ACTIVITY
August 15, 2022	<ul style="list-style-type: none">• Release of FY2022 CoC Renewal Projects Application• Release of FY2022 RFP for CoC Bonus, DV Bonus and Reallocation Projects
August 31, 2022	All project applications submitted to CoC (per HUD 30 days before deadline). <ul style="list-style-type: none">• CoC Renewal Project Applications due at 12:00 p.m. PDT.• CoC Bonus, DV Bonus and Reallocation Project Applications due at 2:00 p.m. PDT.
September 15, 2022	Agencies notified in writing of inclusion of project acceptance, rejection, reduction and/or ranking by the Orange County CoC (Per HUD 15 days before deadline).
September 28, 2022	Consolidated Application posted on website for community review (Per HUD 2 days before application submission)
September 30, 2022	CoC NOFO Submission Deadline per HUD guidelines

Agenda Item #3

CoC Special NOFO to Address Unsheltered Homelessness

- The U.S. Department of Housing and Urban Development (HUD) is making approximately \$322 million in funding available through a Continuum of Care Supplemental to Address Unsheltered and Rural Homelessness Notice of Funding Opportunity (CoC Special NOFO).
- The Orange County CoC is eligible to apply for **\$19,846,820** during the CoC Special NOFO, through the Unsheltered Homelessness Set Aside funding.
- Funding will be utilized to support communities in developing plans to serve underserved communities and individuals and families with severe service needs in Orange County.
- Eligible project types include:
 - ❖ Permanent Housing (Rapid Rehousing and Permanent Supportive Housing)
 - ❖ Joint Transitional Housing and Rapid Rehousing
 - ❖ Supportive Services Only – Coordinated Entry
 - ❖ Supportive Services Only – Non-Coordinated Entry
 - ❖ Homeless Management Information System

Agenda Item #3

CoC Special NOFO to Address Unsheltered Homelessness

Request for Proposals

The County of Orange on behalf of the Orange County CoC is seeking proposals from qualified organizations to provide services to individuals and families experiencing homelessness as part of the application for the CoC Special NOFO to Address Unsheltered Homelessness.

The Request for Proposals application is posted on the [CoC Special NOFO webpage](#).

- **Bid Title:** Request for Proposals for Special Notice of Funding Opportunity (NOFO) to Address Unsheltered Homelessness
- **Bid Starts:** August 9, 2022, at 6:15 p.m. (PDT)
- **Bid Ends:** September 7, 2022, at 12:00 p.m. (PDT)

For more information, visit the [CoC Special NOFO webpage](#)

Agenda Item #3

CoC Special NOFO to Address Unsheltered Homelessness

CoC Plan – Listening Sessions

- As part of the CoC Special NOFO application process, CoCs are tasked with developing a CoC Plan to serve individuals and families experiencing homelessness with severe service needs.
- The Orange County CoC invites your participation and feedback at an upcoming listening session.
- Listening Sessions will provide an overview of the CoC Plan requirements as outlined in the CoC Special NOFO application and allow space for recommendations.

Agenda Item #3

CoC Special NOFO to Address Unsheltered Homelessness

CoC Plan – Listening Sessions

- Specific questions for the sessions may include the following open-ended questions, for reference:
 - ❖ What are some creative, strategic interventions for individuals or families who have high utilization of crisis or emergency services (ER, jails, etc.) to meet basic needs?
 - Examples could include partnerships with local hospitals, medical facilities, behavioral health services, substance use treatment services, and agencies working specifically with individuals re-entering into society from the criminal justice system.
 - ❖ What are some strategies to engage individuals or families experiencing long-lasting periods of unsheltered homelessness w/significant physical and/or mental health needs, who are especially vulnerable to illness or death on the streets?
 - ❖ What would be some creative service delivery approaches for this population?

Agenda Item #3

CoC Special NOFO to Address Unsheltered Homelessness

CoC Plan – Listening Sessions

Session 1

Date: Tuesday, August 23, 2022

Time: 1:00 p.m. – 2:00 p.m.

Meeting Link: [Click here](#)

Access Code: 2464 748 9277

Password: specialNOFO

Session 2

Date: Thursday, September 1, 2022

Time: 2:00 p.m. - 3:00 p.m.

Meeting Link: [Click here](#)

Access Code: 2451 564 8562

Password: specialNOFO

Session 3

Date: Wednesday, September 7, 2022

Time: 1:00 p.m. – 2:00 p.m.

Meeting Link: [Click here](#)

Access Code: 2467 346 3741

Password: specialNOFO

Session 4

Date: Tuesday, September 13, 2022

Time: 12:30 p.m. – 1:30 p.m.

Meeting Link: [Click here](#)

Access Code: 2450 172 7559

Password: specialNOFO

Please contact the Office of Care Coordination at CareCoordination@ochca.com with the subject line “CoC Plan Listening Sessions” if you have any questions or difficulty accessing the listening sessions.

Agenda Item #3

CoC Special NOFO to Address Unsheltered Homelessness

Timeline

DATE	ACTIVITY
August 9, 2022	Release of FY2022 Request for Proposals (RFP) for CoC Special NOFO
September 7, 2022	All project proposals submitted to CoC by 12:00 p.m. PDT .
September 20, 2022	Deadline for project applications to be submitted to the CoC. (per HUD 30 days before deadline)
October 5, 2022	Deadline for project applicants to receive notification whether their project application(s) will be accepted and ranked on the CoC Priority Listing, rejected, or reduced by the CoC. (Per HUD 15 days before deadline)
October 17, 2022	Consolidated Application to be posted for CoC. (Per HUD 2 days before deadline)
October 20, 2022	CoC Special NOFO Submission deadline per HUD guidelines

Agenda Item #3

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.



Announcements

Closing Remarks and Questions

Networking

Agenda Item #6

Getting to Know Local Partners

- The Homeless Provider Forum is a great opportunity to meet local partners and learn about helpful resources.
- Encourage yourself to say “hello” to two or three people. As you connect, utilize the networking worksheet to assist with:
 - ❖ Identifying your area of focus as a local partner or service provider
 - ❖ Contact information and areas of focus or specialized resources of those you meet
 - ❖ Helpful resources to further explore

Next Meeting

Thursday, November 10, 2022, from 9 a.m. – 11 a.m.
(Location to be Determined)

