

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
MEETING  
Wednesday, October 26, 2022  
2:00 p.m. – 4:00 p.m.

**Location:**  
**County Administration South (CAS) Building**  
**Conference Center**  
**425 West Santa Ana Blvd. Room 104/106**  
**Santa Ana, CA 92701-4599**  
[Click Here](#) for parking information

## AGENDA

### Board Members

Matt Bates, City Net [Secretary]  
Judson Brown, City of Santa Ana  
Nikki Buckstead, Family Solutions Collaborative  
Donald Dermit, The Rock Church  
Becks Heyhoe, OC United Way [Vice Chair]  
Tim Houchen, Hope4Restoration  
Patti Long, Mercy House  
Nishtha Mohendra, Families Forward  
Dawn Price, Friendship Shelter

Eric Richardson, Volunteers of America  
Maricela Rios-Faust, Human Options [Chair]  
Soledad Rivera, Families Together of OC  
Elida Sanchez, OC Department of Education  
Dr. Shauntina Sorrells, Orangewood Foundation  
George Searcy, Jamboree Housing  
Tim Shaw, Individual  
Christina Weckerly Ramirez, Health Care Agency

\* In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email [CareCoordination@ochca.com](mailto:CareCoordination@ochca.com). Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided. \*

**Call to Order** – Maricela Rios-Faust, Chair

**Board Member Roll Call** – Matt Bates, Secretary

**Public Comments:** Members of the public may address the Continuum of Care (CoC) Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar after the CoC Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

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**Board Member Comments:** Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

### **CONSENT CALENDAR**

*All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.*

1. **Approve CoC Board Meeting Minutes from August 24, 2022**
2. **Approve CoC Board Special Meeting Minutes from September 14, 2022**
3. **Approve CoC Board Meeting Minutes from September 28, 2022**

### **BUSINESS CALENDAR**

1. **Orange County CoC Racial Equity Roadmap Update** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
  - a. Overview of the racial equity analysis of the Orange County CoC completed in partnership with C4 Innovations and update on the Racial Equity Roadmap action planning.
2. **Homeless Housing, Assistance and Prevention (HHAP) Round 4** – Zulima Lundy, Director of Operations, Office of Care Coordination
  - a. Update on the HHAP Round 4 application process and next steps.
3. **CoC Committee Updates** – Zulima Lundy, Director of Operations, Office of Care Coordination and CoC Committee Chairs
  - a. Updates on CoC Committees
  - b. Approve Tim Shaw as Interim Chair of the Lived Experience Advisory Committee
4. **Orange County Homelessness Updates** – Doug Becht, Director of Care Coordination and Zulima Lundy, Director of Operations, Office of Care Coordination
  - a. System of Care Update
  - b. Continuum of Care Update
5. **Next Meeting:** Wednesday, November 16, 2022, from 2:00 p.m. – 4:00 p.m.

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
MEETING  
Wednesday, August 24, 2022  
2:00 p.m. – 4:00 p.m.

**Location:**  
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**Conference Center**  
**425 West Santa Ana Blvd. Room 104/106**  
**Santa Ana, CA 92701-4599**  
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## MINUTES

### Board Members

Matt Bates, City Net [Secretary]  
Judson Brown, City of Santa Ana  
Nikki Buckstead, Family Solutions Collaborative  
Donald Dermit, The Rock Church  
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**Call to Order** – Maricela Rios-Faust, Chair

Chair Maricela Rios-Faust called the meeting to order at 2:03 p.m.

**Board Member Roll Call** – Felicia Boehringer

Present: Nikki Buckstead, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, Christina Weckerly-Ramirez

Absent Excused: Matt Bates, Judson Brown, Donald Dermit, George Searcy

Absent: Tim Houchen

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- Gerardo Arceo from Interval House inquired on the non-conflicted review panels to be established as part of the Request for Proposals recommendations. Public comment was submitted via email in advance of the CoC Board Meeting.

**Board Member Comments:** Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

- No Board Member comments.

### **CONSENT CALENDAR**

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1. **Approve CoC Board Meeting Minutes from June 22, 2022.**
2. **Approve CoC Board Meeting Minutes from July 12, 2022.**

Dawn Price motioned to approve the items on the Consent Calendar. Dr. Shauntina Sorrells seconded the motion. Motion passed unanimously.

### **BUSINESS CALENDAR**

1. **Emergency Shelter Operations and Services Funding Recommendation** – Zulima Lundy, Director of Operations, Office of Care Coordination

Zulima Lundy shared the background and timeline that led to the Emergency Shelter Operations and Services Funding Recommendations that are to be funded with Homeless Housing, Assistance and Prevention (HHAP) Round 1 and/or Round 3. On March 23, 2022, the Orange County CoC Board approved the recommendation to issue Request for Proposals (RFP) for Emergency Shelter Operations and RFP for Rapid Rehousing Services. The primary goal of Emergency Shelter Operations and Services projects is to help persons experiencing homelessness in Orange County, including individuals (adult only households), families (households with at least one minor child), transitional aged youth (TAY), and survivors of domestic violence, access emergency shelter services. The Emergency Shelter Operations and Services projects will focus on shelter stabilization and provide robust support services that will assist participants in obtaining permanent housing and increased income.

CoC Board Member Comments:

- Elida Sanchez requested clarification on the selected Emergency Shelter Operations and Services proposal that would assist the transitional aged youth population.
- Vice Chair Becks Heyhoe inquired on the breakdown of cost per household served between Mercy House and other selected providers. Vice Chair Becks Heyhoe asked if providers have the opportunity to leverage other funding sources.

Recommended Action:

- a. Approve the following Emergency Shelter Operations and Service Funding Recommendations:
  - i. Interval House for Emergency Shelter Operations and Services for Survivors of Domestic Violence for the term of October 15, 2022, to June 30, 2024, for an amount not to exceed \$250,000.
  - ii. Mercy House for Emergency Shelter Operations and Services for Individuals in the North Service Planning Area for the term of October 15, 2022, to June 30, 2024, for an amount not to exceed \$300,000.
  - iii. Friendship Shelter for Emergency Shelter Operations and Services for Individuals in the South Service Planning Area for the term of October 15, 2022, to June 30, 2024, for an amount not to exceed \$350,000.
  - iv. Pathways of Hope for Emergency Shelter Operations and Services for Families in the North Service Planning Area for the term of October 15, 2022, to June 30, 2024, for an amount not to exceed \$450,000.
  - v. Illumination Foundation for Emergency Shelter Operations and Services for Families in the North and Central Service Planning Area for the term of October 15, 2022, to June 30, 2024, for an amount not to exceed \$450,000.
  - vi. Mercy House for Emergency Shelter Operations and Services for Families in the Central Service Planning Area for the term of October 15, 2022, to June 30, 2024, for an amount not to exceed \$500,000.
  - vii. Family Assistance Ministries for Emergency Shelter Operations and Services for Families in the South Service Planning Area for the term of October 15, 2022, to June 30, 2024, for an amount not to exceed \$400,000.

Chair Maricela Rios-Faust motioned to approve Recommended Action a.i, a.iv, a.v, and a.vii as one action. Vice Chair Becks Heyhoe seconded the motion. Nikki Buckstead, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez votes yes. Motioned passed unanimously.

Chair Maricela Rios-Faust motioned to approve Recommended Action a.ii and a.vi as one action. Nikki Buckstead, Becks Heyhoe, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez voted yes. Patti Long abstained. Motioned passed.

Chair Maricela Rios-Faust motioned to approve Recommended action a.iii. Nikki Buckstead, Becks Heyhoe, Patti Long, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez voted yes. Dawn Price abstained. Motioned passed.

**2. CoC Board Election – Zulima Lundy, Director of Operations, Office of Care Coordination**

Zulima Lundy provided an overview of the CoC election process for the Emergency Solutions Grant (ESG) Program Funded Agency Recipient following the resignation of Albert Ramirez the City of Anaheim and

Orange County CoC involvement. The Office of Care Coordination facilitated the nomination and selection process for the CoC Board seat vacancy and met with the CoC Nominating Committee to confirm the recommended candidate for ratification by the CoC Board. By ratifying the results from the 2022 CoC Board election, the Orange County CoC Board will appoint Nishtha Mohendra for the Emergency Solutions Grant ESG Program Funded Agency/Recipient Agency Seat vacancy to serve for the remainder of the previously assigned term from September 1, 2022, through December 31, 2023.

As outlined in the Orange County CoC Governance Charter, the Office of Care Coordination as the Collaborative Applicant for the Orange County CoC is recommending establishing a CoC Nominating Committee to support the annual review of the CoC Governance Charter and CoC Board election process for the seats expiring December 31, 2022.

CoC Board Member Comments:

- Tim Shaw provided feedback regarding changes that should be considered for the Orange County CoC Governance Charter, including the CoC general membership changes that allow individuals who are on the CoC Board but who aren't members of the CoC to be able to vote during elections, and chair terms. In addition, Tim Shaw commented that the current structure discourages leadership succession planning for the Chair, Vice Chair and Secretary roles. Tim Shaw asked to clarify the makeup of the Ad Hoc and whether that is made of non-board members.
- Dawn Price asked for clarification on recommended Action B and asked whether the Chair approves the nominating committee.

Recommended Action:

- a. Ratify election of Nishtha Mohendra as the candidate for the ESG Program Funded Agency/Recipient Agency Seat Representative to the CoC Board.

Tim Shaw motioned to approve Recommended Action A. Christina Weckerly-Ramirez seconded the motion. Nikki Buckstead, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez voted yes. Motioned passed unanimously.

Recommended Action:

- b. Recommend establishing a CoC Nominating Committee to support with the annual review of the CoC Governance Charter and the CoC Board Election process, inclusive of nominating and recommending candidates for ratification, to be confirmed by the CoC Board at a future meeting.

Nikki Buckstead motioned to approve Recommended Action B. Dr. Shauntina Sorrells seconded the motion. Nikki Buckstead, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez voted yes. Motioned passed unanimously.

**3. FY2022 CoC Notice of Funding Opportunity (NOFO) – Zulima Lundy, Director of Operations, Office of Care Coordination**

Zulima Lundy provided an overview of the FY2022 CoC NOFO, noting that the U.S. Department of Housing and Urban Development (HUD) is making approximately \$2.8 billion in competitive funding available, including at least \$52,000,000 available for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Bonus (DV Bonus) projects. This year, HUD has given a shorter timeline for this year's CoC NOFO application process, therefore, all project applications must be submitted on August 31st, 2022.

The Office of Care Coordination as the Collaborative Applicant met with the CoC NOFO Ad Hoc and HMIS Lead on multiple occasions to discuss funding priorities and rating and scoring criteria for CoC Renewal, CoC Bonus and Reallocation, and DV Bonus projects. The rating and scoring criteria for CoC Renewals included the selection of project performance measures, thresholds, and point allocations. These meetings also included discussion on how to best incorporate Coordinated Entry System (CES) performance measures, how to meaningfully include an evaluation of equitable and accessible service provision at the project level, and evaluation of safety and security for DV projects.

CoC Board Member Comments:

- Patti Long inquired on the Equity Access narrative of the application and whether there was a ranking criterion based on the narrative.
- Tim Shaw commented that it is great to include questions on Equity and Access, noting that answers provided should be viewed as a baseline and used to identify ways to improve practice and operations because writing about the work is different than doing it. Tim Shaw also inquired on the number of panels needed to support the recommended actions
- Dawn Price suggested that instead of reallocating funds to entirely new projects, strategies should be considered to increase higher performing projects to assist in the transition of participants into similar projects to sustain their housing.
- Christina Weckerly-Ramirez asked if there was a restriction for the bonus points related to health care and whether that limitations on it being physical health and/or mental health.

Recommended Action:

- a. CoC Renewal Funding
  - i. Approve the Scoring and Rating Criteria for FY 2022 CoC Renewal Projects, including the project performance measures, thresholds and point allocations.
  - ii. Approve the Reallocation Strategy for reallocating CoC Renewal Projects funding that have a project performance score of less than 60 percent during two CoC NOFO funding cycles for the FY2022 CoC NOFO and ongoing competitions.

Eric Richardson motioned to approve Recommended Action A. Dawn Price seconded the motion. Nikki Buckstead, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez voted yes. Motioned passed unanimously.

Recommended Actions:

- b. CoC Bonus and Reallocation
  - i. Retroactive approval to issue Request for Proposals to solicit new projects to be funded by CoC Bonus and/or Reallocation funding, including Permanent Housing - Rapid Rehousing and Permanent Supportive Housing project types.
  - ii. Approve the Scoring and Rating Criteria for the CoC Bonus and Reallocation as detailed in the Request for Proposals, including bonus points.
  - iii. Establish a non-conflicted review panel to evaluate proposals received in response to the Request for Proposals.
- c. Domestic Violence (DV) Bonus
  - i. Retroactive approval to issue Request for Proposal solicit new projects to be funded by DV Bonus funding, including Permanent Housing – Rapid Rehousing projects and Joint Transitional Housing and Permanent Housing – Rapid Rehousing project types.

- ii. Approve the Scoring and Rating Criteria for the DV Bonus as detailed in the Request for Proposals.
- iii. Establish a non-conflicted review panel to evaluate proposals received in response to the Request for Proposals.
- iv. Recommend the Coordinated Entry System (CES) Lead to apply for a Supportive Services Only – CES project to be funded by the DV Bonus in an amount not to exceed \$250,000.

Dawn Price motioned to approve Recommended Actions B and C. Elida Sanchez seconded the motion. Nikki Buckstead, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez voted yes. Motioned passed unanimously.

**4. FY2022 CoC Supplemental to Address Unsheltered and Rural Homelessness Notice of Funding Opportunity (Special NOFO) Update** – Zulima Lundy, Director of Operations, Office of Care Coordination

Zulima Lundy provided an update on the progress to date related to the FY2022 CoC Special NOFO. HUD is making approximately \$322 million in funding available through the FY2022 CoC Special NOFO. 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 is encouraging varied stakeholders to attend the CoC Plan Listening Sessions for community input to develop strategies and efforts in the development of the CoC Plan.

**5. CalOptima Presentation on Draft Investment Plan for Housing and Homelessness Incentive Program (HHIP)** – Sarah Nance, Project Manager Sr., Population Health Management and Jasmin Awadallah, Program Manager, Population Health Management

CalOptima representatives, Sarah Nance and Jasmin Awadallah, provided a presentation on the Homeless Health Initiatives (HHI) launched in 2019 by CalOptima when Board of Directors allocated \$100 million to increase access to healthcare and housing support services for unhoused individuals. Programs included in the HHI were Clinical Field Teams, Homeless Clinic Access Program, Homeless Response Team and other efforts. Additionally, CalOptima’s California Advancing and Innovating Medi-Cal (CalAIM) program has been in full effect in ensuring that members have access to care management. Through the CalAIM program, members are eligible for Enhanced Care Management (ECM) and housing-related community support that include housing transition navigation, housing tenancy and sustaining services, housing deposits, and more.

With support from the Orange County CoC Board, CalOptima submitted their Local Homelessness Plan (LHP) to California Department of Health Care Services (DHCS) on June 30<sup>th</sup>, 2022, for the HHHIP. CalOptima is currently in the process of creating the Investment Plan in order to submit by the deadline of September 30<sup>th</sup>, 2022. CalOptima strives to get feedback from the CoC on the proposed investment strategies, as well as feedback on funding opportunities as a managed care plan.

CoC Board Member Comments:

- Soledad Rivera inquired on the definition of homelessness being used to define CalOptima’s Target Population.
- Nikki Buckstead asked CalOptima for clarification on the CoC Board role in providing feedback and input for these programs. Nikki Buckstead asked if there were any funding opportunities for motels for families noting challenges shared by family service agencies. Nikki Buckstead emphasized that there is a need for these opportunities for families, such a street medicine and a safe place to sleep at night.
- Tim Shaw thanked CalOptima for the community approach and commented that the funding creates an opportunity for coordination and collaboration. Tim Shaw recommended to allocate as many

resources as possible into permanent supportive housing rather than short-term programs, as well as thinking about how this funding can enhance other programs. Tim Shaw also commented on a finding noting that a certain percentage of people are completely disconnected from healthcare.

- Elida Sanchez brought attention to educational rights of people experiencing homelessness and recommended CalOptima coordinate with the district liaisons who work with students experiencing homelessness to ensure student's education needs are met. Elida Sanchez also inquired whether families that are undocumented would be eligible under the proposed HHIP services and programs. Elida noted that for the Transitional Aged Youth (TAY) populations, there is another subpopulation called unaccompanied minors who are youth that are underage that might not have a parent or guardian to sign off for them.
- Vice Chair Becks Heyhoe noted that there is a gap in emergency shelter services for TAY and explained that there is only one emergency shelter for this subpopulation that has been full since the moment it opened and has a long waiting list. Vice Chair Becks Heyhoe recommended that similar to families, TAY subpopulation should be looked into more closely for a targeted approach. Vice Chair Becks Heyhoe stated that in addition to the Lived Experience Advisory Committee stipend, the stipend should also be assisted for the Youth Action Board which is forthcoming.
- Dr. Shauntina Sorrells emphasized the goal of reaching functional zero with TAY homelessness and would encourage to add street outreach for TAY because they are not likely to experience homelessness like other segments of the homeless population. Dr. Shauntina Sorrells inquired whether the behavioral health service included detox because detox would be helpful with TAY.
- Dawn Price commented that the regional HUB can also be expanded to include safe parking and expressed that the funding was enough to encourage city funded cooperation. Dawn Price highlighted the idea of leveraging and encouraging other locations that can be used for supportive housing, like the landlord incentives.
- Christina Weckerly-Ramirez stated that CalAIM has provided great incentives and recommended to reflect on the barrier experienced to date in order to work to address those barriers.

#### 6. CoC Veterans Committee – Zulima Lundy, Director of Operations, Office of Care Coordination

Zulima Lundy provided a brief overview around the recommendation to establish a CoC Veterans Committee. At the May 2022 meeting of the CoC Board, when reviewing the 2022 Orange County Point In Time (PIT) Count veteran data, the creation of a veterans committee was discussed as the next steps for veteran's specific ongoing efforts. The purpose of this committee will provide coordination and collaboration on the issue of veteran homelessness, review veteran homelessness data, and coordinate the effort to address and end Veteran homelessness in the Orange County CoC.

##### CoC Board Member Comments:

- Eric Richardson suggested that the Veterans Committee should work with other efforts collaborative to put more emphasis to coordinate the approaches for addressing and ending veteran homelessness.

##### Recommended Action:

- a. Establish a committee focused on ending homelessness for veterans in Orange County.

Vice Chair Becks Heyhoe motioned Recommended Action A. Dawn Price seconded the motion. Nikki Buckstead, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez voted yes. Motioned passed unanimously.

Amended Action: Nominate Eric Richardson to serve as the Veterans Committee Chair.

Tim Shaw motioned the Amended Action. Dawn Price seconded the motion. Nikki Buckstead, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly-Ramirez voted yes. Eric Richardson abstained. Motioned passed.

Public Comments:

- Paul Hyek suggested an individual by the name of Curtis for the Veteran’s Committee, in addition to the suggestion of having more medical personnel at the shelter facilities. Paul Hyek provided the information on a resource that clients over the age of 60 can receive a food box either by having it delivered to them or picked up.

**7. Impact of Affordable Housing on Housing and Crime in Orange County Study Results – Dr. Emily Owens, Livable Cities Lab, School of Social Ecology, University of California – Irvine**

Item is delayed to future meeting of the CoC Board.

**Next Meetings:**

- Special Meeting: Wednesday, September 14, 2022, at 1:30 p.m. – 3 p.m.
- Regular Meeting: Wednesday, September 28, 2022, from 2 p.m. – 4 p.m.

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
SPECIAL MEETING  
Wednesday, September 14, 2022  
1:30 p.m. – 3:00 p.m.

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**Call to Order** – Maricela Rios-Faust, Chair

Chair Maricela Rios-Faust called the meeting to order at 1:31 p.m.

**Board Member Roll Call** – Becks Heyhoe, Vice Chair

Present: Judson Brown, Donald Dermit, Becks Heyhoe, Nishtha Mohendra, Dawn Price, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez.

Absent Excused: Matt Bates, Nikki Buckstead, Patti Long, Eric Richardson, and Tim Shaw.

Absent: Tim Houchen.

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- Paul Hyek provided information on a certificate and offered to provide a demonstration for the next meeting. Additionally, Paul Hyek provided updates on Bridges at Kraemer Place.

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- No Board Member comments.

### **CONSENT CALENDAR**

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*No Consent Calendar Items.*

### **BUSINESS CALENDAR**

1. **FY2022 CoC Program Notice of Funding Opportunity (NOFO)** – Zulima Lundy, Director of Operations, Office of Care Coordination

The Orange County CoC is eligible to apply for an estimated amount of \$1,497,148 in CoC Bonus Funding and an estimated \$1,984,683 in DV Bonus funding. As approved by the CoC Board on August 24, 2022, the County of Orange as the Coordinated Entry System (CES) Lead is recommended to submit a Supportive Services Only (SSO) – CES project to be funded by the DV Bonus in an amount not to exceed \$250,000. Thus, the DV Bonus funding available for new projects is approximately \$1,734,683. Project applications for the CoC NOFO were due on Wednesday, August 31, 2022. Renewal projects were reviewed by the CoC NOFO Ad Hoc, while the CoC Bonus, Domestic Violence (DV) Bonus and Reallocation project proposals were reviewed by the Review Panels comprised of non-conflicted members including representation of the Lived Experience Advisory Committee.

The members of the CoC Bonus and Reallocation Review Panel reviewed the two proposals independently based on the scoring criteria as outlined in the Request for Proposal (RFP) and approved by the CoC Board. The Review Panel recommended both projects proposed by Friendship Shelters and PATH for inclusion in the Orange County CoC Program Collaborative Application. The members of the DV Bonus Review Panel

reviewed one proposal based on the scoring criteria as outlined in the RFP and approved by the CoC Board. The RFP Review Panel also recommended the project for inclusion in the Orange County CoC Program Collaborative Application. At the same time, the CoC NOFO Ad Hoc and the Office of Care Coordination, as the CoC Collaborative Applicant developed an updated FY2022 CoC Project Ranking and Tiering Policy. By utilizing this project ranking and tiering policy, all renewal, transition, and new projects were able to be scored and ranked, as noted in the agenda attachments.

CoC Board Member Comments:

- Dr. Shauntina Sorrells inquired whether any projects in the CoC Project Priority Listing provided services to Transitional Aged Youth (TAY).

Public Comments:

- Robert Morse encouraged the approval of the CoC Bonus and Reallocation proposals.
- Sara Behmerwohld provided additional information on Human Options' renewal project application, noting grant approval from United States Department of Housing and Urban Development (HUD) the day that the local CoC renewal application was due; highlighting their application does not have the Project Performance aspect due to being a new project that is just beginning operations. Sara Behmerwohld shared that the domestic violence (DV) population is underrepresented, and that Human Options has had 41 years of service brings confidence in executing the work.

Recommended Actions:

- a. Approve the selection of the proposals submitted in response to the CoC Bonus, Domestic Violence (DV) Bonus and Reallocation Request for Proposals (RFP) as recommended by the two Review Panel – one for CoC Bonus and Reallocation proposals and one for DV Bonus proposals – for inclusion in the Orange County CoC Program NOFO collaborative application.
  - i. Friendship Shelter, Inc's. rapid rehousing project proposal called Friendship Shelter Rapid Rehousing Project in the amount of \$362,312 as part of the CoC Bonus.
  - ii. People Assisting the Homeless' (PATH) rapid rehousing project proposal called PATH Rapid Rehousing in the amount of \$1,134,727 as part of the CoC Bonus.
  - iii. Human Options' Joint Transitional Housing and Permanent Housing – Rapid Rehousing project proposal called DV Housing First Collaborative Project in the amount of \$1,225,433 as part of the DV Bonus.
- b. Approve the CoC Project Ranking and Tiering policy as recommended by the CoC NOFO Ad Hoc.
- c. Approve the CoC Project Priority Listing, including all renewal, transition, and new projects to be included in the Orange County CoC's FY 2022 CoC Program NOFO application as recommended by the CoC NOFO Ad Hoc.

George Searcy motioned to approve the recommended action a.i. Donald Dermit seconded the motion. Judson Brown, Donald Dermit, Becks Heyhoe, Nishtha Mohendra, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez voted yes. Dawn Price abstained. Motion passed.

Soledad Rivera motioned to approve the recommended action a.ii. Donald Dermit seconded the motion. Judson Brown, Donald Dermit, Becks Heyhoe, Nishtha Mohendra, Dawn Price, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

Dr. Shauntina Sorrells motioned to approve the recommended action a.iii. Donald Dermit seconded the motion. Judson Brown, Donald Dermit, Becks Heyhoe, Nishtha Mohendra, Dawn Price, Soledad Rivera,

Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez voted yes. Maricela Rios-Faust abstained. Motion passed.

Donald Dermit motioned to approve the recommended action b. Dr. Shauntina Sorrells seconded the motion. Judson Brown, Donald Dermit, Becks Heyhoe, Nishtha Mohendra, Dawn Price, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

Dr. Shauntina Sorrells motioned to approve the recommended action c. Soledad Rivera seconded the motion. Judson Brown, Donald Dermit, Becks Heyhoe, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez voted yes. Nishtha Mohendra, Dawn Price, and Maricela Rios-Faust abstained. Motion passed.

2. **CoC Special Notice of Funding Opportunity to Address Unsheltered Homelessness (CoC Special NOFO) –** Zulima Lundy, Director of Operations, Office of Care Coordination

HUD is making approximately \$322 million in funding available through a CoC Supplemental to Address Unsheltered and Rural Homelessness Notice of Funding Opportunity (CoC Special NOFO). Funding will be utilized to support communities in developing plans to address rural and unsheltered homelessness, particularly in communities with very high levels of unsheltered homelessness. The County of Orange as the Collaborative Applicant met with the CoC Special NOFO Ad Hoc to discuss and review the recommended scoring and rating criteria and funding priorities, which was concurred by the CoC Special NOFO Ad Hoc to rate and rank the CoC Special NOFO Project Proposals. In addition to discussing the scoring criteria, the Ad Hoc discussed the recommended funding priorities for the CoC Special NOFO. The CoC Special NOFO Ad Hoc concluded that the funding priorities should be in two tiers, with the Tier One focusing on permanent housing projects (rapid rehousing and permanent supportive housing) and the Tier Two focusing on programs with more support.

On August 16, 2022, HUD released Notice PIH 2022-24: Stability Voucher Program. This funding opportunity for Public Housing Authorities has been designed to assist communities in their continued efforts to address homelessness. HUD will make 4,000 vouchers available to assist individuals and families who are: Homeless, At-risk of homelessness, fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, and human trafficking, and Veterans and families that include a veteran family member that meets one of the proceeding criteria.

CoC Board Member Comments:

- George Searcy asked a question regarding the PowerPoint slide recommendations, which included a typo. Additionally, George Searcy suggested that the recommended action should be revised for clarity.
- Judson Brown inquired on the Special NOFO proposals and how they will leverage housing stability vouchers.
- Dawn Price commented that her understanding of the process is to come back to the proposals with information on the housing stability vouchers.
- Christina Weckerly Ramirez shared that there is need of commitment of funding for the vouchers.
- Vice Chair Becks Heyhoe commented that the goal is that top proposals would be able to pair and leverage the housing stability vouchers.

Public Comments:

- Paul Hyek shared his experiences with the voucher process, and the processing of obtaining housing, and information on their housing complex.

Amended Recommended Action: Approve the CoC Special NOFO funding priorities as recommended by the CoC Special NOFO Ad Hoc and direct CoC staff to ensure grant applications are leveraging housing stability vouchers.

Dawn Price motioned to approve the amended recommended action. Judson Brown seconded the motion. Judson Brown, Donald Dermit, Becks Heyhoe, Nishtha Mohendra, Dawn Price, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

3. **Homeless Management Information System (HMIS) Data Request** – Zulima Lundy, Director of Operations, Office of Care Coordination; Erin DeRycke, 2-1-1 Orange County

On July 5, 2022, The Mark, USA submitted a data request to 2-1-1 Orange County (211OC), HMIS Lead, requesting data for the period of July 1, 2018, to June 30, 2022, to assist in the evaluation of the family homeless response system on a system-level and family-level outcomes. The Mark, USA will analyze data from HMIS to understand how families are being supported and served through the Family Solutions Collaborative (FSC). The HMIS data will provide critical information about how the family system is performing and identify areas for improvement.

CoC Board Member Comments:

- Christina Weckerly Ramirez inquired whether the data request would include client identifier information.

Public Comments:

- Mike Anderson encouraged the approval of the data request as stated in the recommended action because the data will be helpful for the evaluation of the family homeless response system.

Recommended Action: Approve The Mark, USA and Family Solutions Collaborative’s HMIS data request for the period of July 1, 2018, to June 30, 2022, to assist in the evaluation of the family homeless response system on a system-level and family-level outcomes.

Nishtha Mohendra motioned to approve the recommended action. George Searcy seconded the motion. Judson Brown, Donald Dermit, Becks Heyhoe, Nishtha Mohendra, Dawn Price, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

4. **Next Meeting:** Wednesday, September 28, 2022, from 2:00 p.m. – 4:00 p.m.

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
MEETING  
Wednesday, September 28, 2022  
2:00 p.m. – 4:00 p.m.

**Location:**  
**County Administration South (CAS) Building**  
**Conference Center**  
**425 West Santa Ana Blvd. Room 104/106**  
**Santa Ana, CA 92701-4599**  
[Click Here](#) for parking information

## MINUTES

### Board Members

Matt Bates, City Net [Secretary]  
Judson Brown, City of Santa Ana  
Nikki Buckstead, Family Solutions Collaborative  
Donald Dermit, The Rock Church  
Becks Heyhoe, OC United Way [Vice Chair]  
Tim Houchen, Hope4Restoration  
Patti Long, Mercy House  
Nishtha Mohendra, Families Forward  
Dawn Price, Friendship Shelter

Eric Richardson, Volunteers of America  
Maricela Rios-Faust, Human Options [Chair]  
Soledad Rivera, Families Together of OC  
Elida Sanchez, OC Department of Education  
Dr. Shauntina Sorrells, Orangewood Foundation  
George Searcy, Jamboree Housing  
Tim Shaw, Individual  
Christina Weckerly Ramirez, Health Care Agency

\* In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email [CareCoordination@ochca.com](mailto:CareCoordination@ochca.com). Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided. \*

**Call to Order** – Maricela Rios-Faust, Chair

Chair Maricela Rios-Faust called the meeting to order at 2:03 p.m.

**Board Member Roll Call** – Felicia Boehringer, Continuum of Care Administrator

Present: Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Nishtha Mohendra, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, Christina Weckerly Ramirez.

Absent Excused: Matt Bates

Absent: Tim Houchen

Soledad Rivera was excused from the meeting during Business Calendar Agenda Item 4 and did not vote on Business Calendar Agenda Items 4 to 6.

**Public Comments:** Members of the public may address the Continuum of Care (CoC) Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar after the CoC Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

To address the CoC Board, members of the public are to complete a Request to Address the CoC Board form prior to the beginning of each agenda item and submit it to CoC Board staff. Staff will call your name in the order received.

Members of the public may also submit public comment by emailing [CareCoordination@ochca.com](mailto:CareCoordination@ochca.com). All comments submitted via email at least 60 minutes before the start of the CoC Board meeting will be distributed to the CoC Board members for their consideration and all comments will be added to the administrative records of the meeting. Please include "CoC Board Meeting Comment" in the email subject line.

- Paul Hyek provided information on first-aid training and certification. Additionally, Paul Hyek reiterated that buses in Orange County need class B commercial drivers.

**Board Member Comments:** Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

- Judson Brown inquired if someone could keep track of time to ensure all agenda items were covered during the meeting.

### **CONSENT CALENDAR**

*All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.*

*No Consent Calendar Items.*

### **BUSINESS CALENDAR**

1. **United State Interagency Council of Homelessness (USICH) Presentation** – Helene Schneider, Senior Regional Advisor, USICH

Helene Schneider, Senior Regional Advisory with USICH, provided a presentation on updates on the federal level as well as provide background on USICH. Helene provided information as to how homelessness is a systemic problem and emphasized on focusing the system elements of barriers such as lack of available affordable housing, poverty, and poor health. Helene noted that although the finalized Point in Time (PIT) count report has not been provided by the U.S. Department of Housing and Urban Development (HUD) yet, there are foreseen challenges related to unsheltered homelessness, as there has been an increase in unaccompanied youth and other subpopulations. Helene described how HUD has also partnered with USICH to create an initiative called "House America" with the goals of creating a certain number of Rapid Rehousing (RRH) units to Re-House 100,000 households and to create a certain number of new Permanent Supportive Housing (PSH) units to add 20,000 PSH units into development pipelines. In regard to President

Biden's Proposed Fiscal Year 2023 Budget, there is hope that the solutions provided are long-term and sustainable for people who are unhoused.

CoC Board Member Comments:

- Dr. Shauntina Sorrells noted that the visual graphic of Homelessness: A System Problem was very informative and suggested that the child welfare should be included.
- Nishtha Mohendra commented on the upstream impact of homelessness prevention and inquired on any insight that can be provided.
- Judson Brown stated that on behalf of the City of Santa Ana and the CoC, he would like to advocate for incentives for Public Housing Authorities (PHAs), to universally mandate the removal of criminal background checks, incentivize PHAs to use more vouchers in the regional level, more technical assistance on how PHAs can coordinate with Medicare for landlord incentives, and to reform the low-income tax credit income program to let states adopt deeper affordable units.
- Tim Shaw emphasized on the need to review the workforce component, including staffing levels and administrative dollars to ensure a livable wage for staff.

2. **FY2022 CoC Program Notice of Funding Opportunity (NOFO)** – Zulima Lundy, Director of Operations, Office of Care Coordination

Zulima Lundy provided a brief overview of the FY2022 CoC NOFO, noting that HUD is making approximately \$2.8 billion in competitive funding available, including at least \$52,000,000 available for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Bonus (DV Bonus) projects. The Office of Care Coordination as the Collaborative Applicant posted a final version of the Consolidated Application and Project Priority Listing E-Snaps document on the CoC Program NOFO webpage. The Orange County CoC has a goal of submitting by end of day Thursday, September 29, 2022.

3. **CoC Special NOFO to Address Unsheltered Homelessness (CoC Special NOFO)** – Zulima Lundy, Director of Operations, Office of Care Coordination

Zulima Lundy provided a brief overview of the CoC Special NOFO, noting that HUD is making approximately \$322 million in funding available. Funding will be utilized to support communities in developing plans to address rural and unsheltered homelessness, particularly in communities with very high levels of unsheltered homelessness. The Office of Care Coordination as the Collaborative Applicant met with the CoC Special NOFO Ad Hoc (Ad Hoc) to discuss the proposals at length, provide feedback on areas for improvement and highlight the unique strengths of each proposal. Based on discussion during the consensus meeting, the Ad Hoc recommended five projects for inclusion in the Orange County CoC Special NOFO Collaborative Application. The Ad Hoc also discussed providing funding for the expansion of key infrastructure support for the Orange County CoC and recommended funding a SSO project expansion for the Coordinated Entry System (CES) and the Homeless Management Information System (HMIS) to ensure there was increased capacity. The recommendation was based on ensuring that the CoC Special NOFO funding would be adequately supported through increased capacity in these two project areas. Zulima Lundy also provide an update on the efforts underway to coordinate and collaborate with PHAs around the Stability Vouchers.

CoC Board Member Comments:

- Eric Richardson inquired around the need for Rapid Rehousing (RRH) for the veteran and military connection segment of the family subpopulation and any evidence-based information to support the need.
- George Searcy asked regarding the PHAs and their decisions regarding the Stability Vouchers and inquired if there was anything the CoC Board can do to encourage the PHAs engagement.
- Judson Brown shared that the Office of Care Coordination has been coordinating with the PHAs on behalf of the CoC, and the conversations will continue.
- Nikki Buckstead commented that there has been conversation between Family Solutions Collaborative and the PHAs regarding CES and shared that the Stability Vouchers will be very helpful in continuing efforts to address homelessness.

Recommended Actions:

- a. Approve the selection of the proposals submitted in response to Request for Proposals for Special NOFO to Address Unsheltered Homelessness as recommended by the CoC Special NOFO Ad Hoc for inclusion in the Project Priority listing.
  - i. Friendship Shelter PSH Plus (PSH)
  - ii. Mercy House Westview PSH (PSH)
  - iii. Pathways of Hope PSH for Single Adults and Families (PSH)
  - iv. Illumination Foundation Housing4Health (PSH)
  - v. Families Forward Rapid Rehousing for Veterans and Military Connected Families (RRH)
- b. Recommend the funding of a Coordinated Entry System project expansion in the amount of \$893,107 and Homeless Management Information System project expansion in the amount of \$396,937.
- c. Approve the Ranking Policy as recommended by the CoC Special NOFO Ad Hoc.
- d. Approve the CoC Special NOFO Project Priority Listing as recommended by the CoC Special NOFO Ad Hoc
- e. Approve the draft Letter of Commitment for the Public Housing Authorities submitting a Letter of Interest for the Stability Vouchers.

Chair Maricela Rios-Faust motioned to move Recommended Actions a.iii. and a.iv. Patti Long seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Nishtha Mohendra, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

Chair Maricela Rios-Faust motioned to approve Recommended Action a.i. Tim Shaw seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Nishtha Mohendra, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, and Christina Weckerly Ramirez voted yes. Dawn Price abstained. Motion passed.

Chair Maricela Rios-Faust motioned to approve Recommended Action a.ii. Dawn Price seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Nishtha Mohendra, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, and Christina Weckerly Ramirez voted yes. Patti Long abstained. Motion passed.

Chair Maricela Rios-Faust motioned to approve Recommended Action a.v. Eric Richardson seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, and Christina Weckerly Ramirez voted yes. Nishtha Mohendra and Tim Shaw abstained. Motion passed.

Tim Shaw motioned to approve the Recommended Actions 3b, 3c, 3d, and 3e. Vice Chair Becks Heyhoe seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Nishtha Mohendra, Dawn Price, Eric Richardson, Maricela Rios-Faust, Soledad Rivera, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

4. **Policies, Procedures and Standard (PPS) Committee Recommendations** – Zulima Lundy, Director of Operations, Office of Care Coordination, and Becks Heyhoe, PPS Committee Chair and Vice Chair

On the January 19, 2022, meeting of the CoC Board, the CoC Board approved the redefined recommendation from the PPS Committee regarding the North Orange County Public Safety Collaborative (NOCPS) request. 2-1-1 Orange County (211OC) as the HMIS Lead in partnership with the Office of Care Coordination as the Collaborative Applicant worked to draft a Data Integration and Data Breach Policies and created a Memorandum of Understanding (MOU) template. Zulima Lundy provided an overview of the draft policies and how the MOU template would be utilized effectively in support of the policies. At the September meeting of the PPS Committee, the PPS Committee voted unanimously to recommend this item to the CoC Board for approval.

Zulima Lundy also provided an overview on the background of the CES Prioritization Policy and Procedures revision recommendations that were approved at the March 8, 2022, meeting of the PPS Committee and the ongoing discussion around discontinuing shelter preference as part of the CES prioritization policy. On March 23, 2022, the CoC Board recommended a working group to examine the CES prioritization policy regarding the shelter preference. Over the past several months, the Shelter Preference Working Group (Working Group) met to discuss the current shelter preference policy and alternative policy recommendations. Ultimately, the Working Group comprised on the policy recommendation to prioritize people experiencing chronic homelessness by length of homelessness then people not experiencing chronic homelessness by length of homelessness, disabling condition and shelter status. At the September meeting of the PPS Committee, the PPS Committee voted unanimously to recommend this item to the CoC Board for approval.

CoC Board Member Comments:

- Dr. Shauntina Sorrells asked for clarification on the impact for Transitional Aged Youth (TAY) for the CES prioritization.
- Christina Weckerly Ramirez provided clarification on the impact and shared that in the scenarios provided the Working Group with real cases on how the revisions would impact the community queue. Christina Weckerly Ramirez noted that it was shown that there would not be a strong impact on families as most families do not have chronic homelessness element.
- Nikki Buckstead provided more information on the Family CES and the challenges faced by shelters for families. Nikki Buckstead inquired on the justification of keeping the shelter preference for those who are not experiencing chronic homelessness and asked if there was a way to monitor impact overtime.
- Tim Shaw noted that the specific concerns being brought up during the discussion should be documented to be reviewed at the six-month mark and brought back to the CoC Board.
- Judson Brown stated that his support for the recommended action but noted there should be deliberate focus and conversation for the populations of families and TAY. Judson Brown also asked if Tim Shaw's recommendation can be incorporated into a Recommended Action.
- Dawn Price shared that she believed the six-month mark is too short to understand the new policy because there are many factors that determines a housing opportunity and could impact CES.
- Nishtha Mohendra agreed that the six-month mark is too short and stated they would like to amend the recommendation to have review by the PPS to review starting at the six-month mark.

Public Comments:

- Paul Hyek provided the suggestion of a daycare to be able to provide housing and employment. Additionally, Paul Hyek provided the resource of the church that provides meals on Saturdays.

Recommended Action A: Approve the Orange County CoC Data Integration Policy and Memorandum of Understanding (MOU), Data Breach Policy and updated HMIS Client Consent Form as recommended by the PPS Committee.

Tim Shaw motioned to approve the Recommended Action A. Nishtha Mohendra seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Nishtha Mohendra, Dawn Price, Eric Richardson, Maricela Rios-Faust, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

Amended Recommended Action B: Approve the changes to the CES Prioritization Policy and related revisions to the CES Policy and Procedures as recommended by the PPS Committee with a review from the PPS Committee starting at the six-month mark.

Dawn Price motioned to approve the Amended Recommended Action B. Christina Weckerly Ramirez seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Nishtha Mohendra, Dawn Price, Eric Richardson, Maricela Rios-Faust, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

5. **HMIS Data Requests** – Zulima Lundy, Director of Operations, Office of Care Coordination; Erin DeRycke, 2-1-1 Orange County, CalOptima Representative

On September 12, 2022, CalOptima Health submitted a request to 2-1-1 Orange County (211OC), HMIS Lead for the Orange County CoC, for a monthly, recurring data download of all individuals in HMIS to get a better understand the total number of individuals experiencing homelessness within the county really looks like. CalOptima Health will utilize the data to examine homelessness and housing status of members to link them to health and housing-related Community Supports, Enhanced Case Management and other relevant programs.

CoC Board Member Comments:

- Christina Weckerly Ramirez inquired whether the data request would be added into a category that would let people know that this data is reoccurring.
- Judson Brown asked if there was an opportunity to amend the motion to include an MOU.

Recommended Action: Approve CalOptima Health’s HMIS data request to support CalOptima Health’s participation in the California Department of Health Care Services Housing and Homelessness Incentive Program

Tim Shaw motioned the recommended action. Donald Dermit seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Nishtha Mohendra, Dawn Price, Eric Richardson, Maricela Rios-Faust, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

6. **CoC Governance Charter and Membership** – Zulima Lundy, Director of Operations, Office of Care Coordination and Maricela Rios-Faust, Chair

During the August 24, 2022, meeting, the Orange County CoC Board approved the recommendation to establish a CoC Nominating Committee to support the annual review of the CoC Governance Charter and CoC Board election process for the eight seats expiring December 31, 2022. Following the August 24, 2022, meeting, CoC Board Chair Maricela Rios-Faust worked to identify individuals with a deep knowledge and understanding of the CoC to support with the CoC Board Election process and to assist in reviewing and recommended changes to the CoC Governance Charter. The individuals identified were David Gillanders, Pathways of Hope; Elida Sanchez, OC Department of Education; Jennifer Friend, Project Hope Alliance; and Jack Toan, Illumination Foundation. Zulima Lundy noted an amendment to the recommended action to also include Vice Chair Becks Heyhoe as part of the Nominating Committee.

Amended Recommended Action A: Appoint the following individuals to a Nominating Committee to assist in reviewing and recommended changes to the CoC Governance Charter and facilitating the CoC Board election process for the expiring seats:

- i. Elida Sanchez, Santa Ana Unified School District
- ii. Dawn Price, Friendship Shelter
- iii. Madelynn Hirneise, Families Forward
- iv. Jack Toan, Illumination Foundation
- v. Jennifer Friend, Project Hope Alliance
- vi. Becks Heyhoe, OC United Way

Eric Richardson motioned the amended recommended action. Nikki Buckstead seconded the motion. Judson Brown, Nikki Buckstead, Donald Dermit, Becks Heyhoe, Patti Long, Nishtha Mohendra, Dawn Price, Eric Richardson, Maricela Rios-Faust, Elida Sanchez, Dr. Shauntina Sorrells, George Searcy, Tim Shaw, and Christina Weckerly Ramirez voted yes. Motion passed unanimously.

7. **Impact of Affordable Housing on Housing and Crime in Orange County Study Results Presentation** – Dr. George Tita, Livable Cities Lab, School of Social Ecology, University of California – Irvine

Dr. George Tita provided an overview on the study of the impact of affordable housing on housing and crime in Orange County that was produced by the Livable Cities Lab at UCI. The Livable Cities Lab researchers collected and analyzed years of data to address the research question of whether affordable housing impacts housing prices after it opens and how affordable housing impact crime and safety in the community.

The results of the study showed that data does not support concern that affordable housing lowers home values and shows that homes located closest to affordable housing have largest gains in value. For the analysis on crime, researchers reviewed crime in six categories: homicide, aggravated assault, robbery, burglary, motor vehicle theft, and larceny. For the majority of the six categories of crime, the data showed either effectively no difference or a decrease in areas of crime except for motor vehicle thefts.

CoC Board Member Comments:

- Vice Chair Becks Heyhoe thanked Dr. Tita for the work and effort that was put into the study as this study has been in the making for years.

8. **Next Meeting:** Wednesday, October 26, 2022, from 2:00 p.m. – 4:00 p.m.

**Date:** October 26, 2022

**Subject:** Orange County Continuum of Care (CoC) Racial Equity Roadmap

### Background and Analysis

The Office of Care Coordination on behalf of the Orange County Continuum of Care (CoC) has been working with C4 Innovations on a Racial Equity Roadmap that will guide the work of the Orange County CoC and establish equitable policies and practices in homeless service delivery.

The development of the Racial Equity Roadmap is to be completed in three phases:

- Phase 1: Assessment and Learning
- Phase 2: Action Planning and Continued Learning
- Phase 3: Implementation Support and Sustainability

The Orange County CoC's Racial Equity Roadmap initiative is currently in Phase 3, which includes the finalizing and discussion on the implementation and sustainability aspects of the Racial Equity Roadmap Action Plan. To provide an overview on the Orange County homeless service system assessment completed as part of this process, reports on the quantitative and qualitative data findings from Phase 1 are available for reference in Attachments A and B.

### Attachments

Attachment A – Quantitative Data Findings Report

Attachment B – Qualitative Data Findings Report



# **Orange County, CA Quantitative Data Findings & Analysis**

*Prepared by C4 Innovations*

*May 2022*

# Orange County

## Quantitative Data Findings

### OVERVIEW

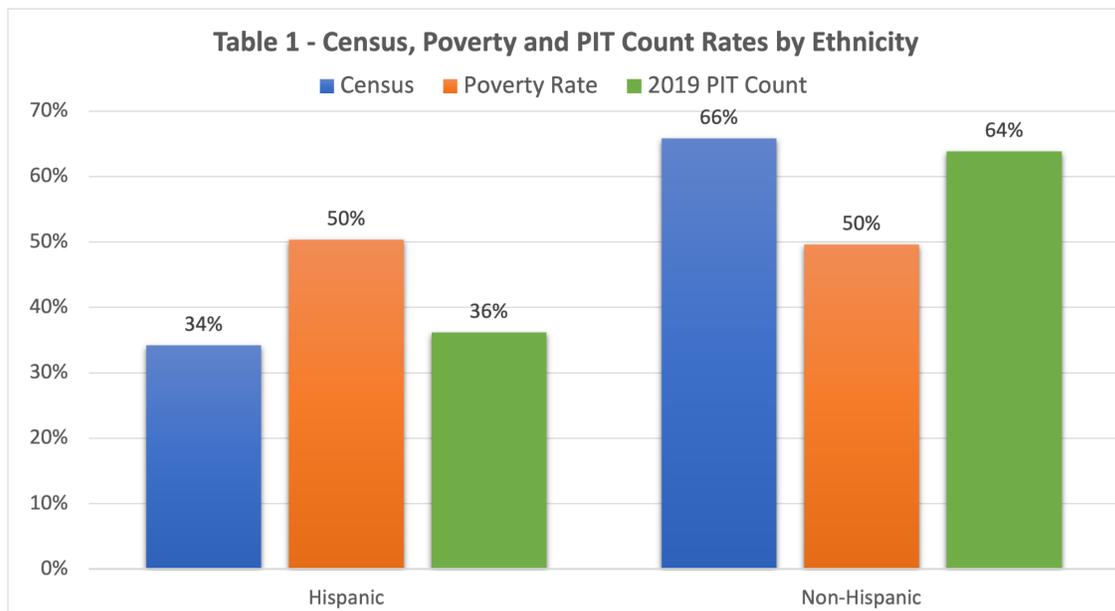
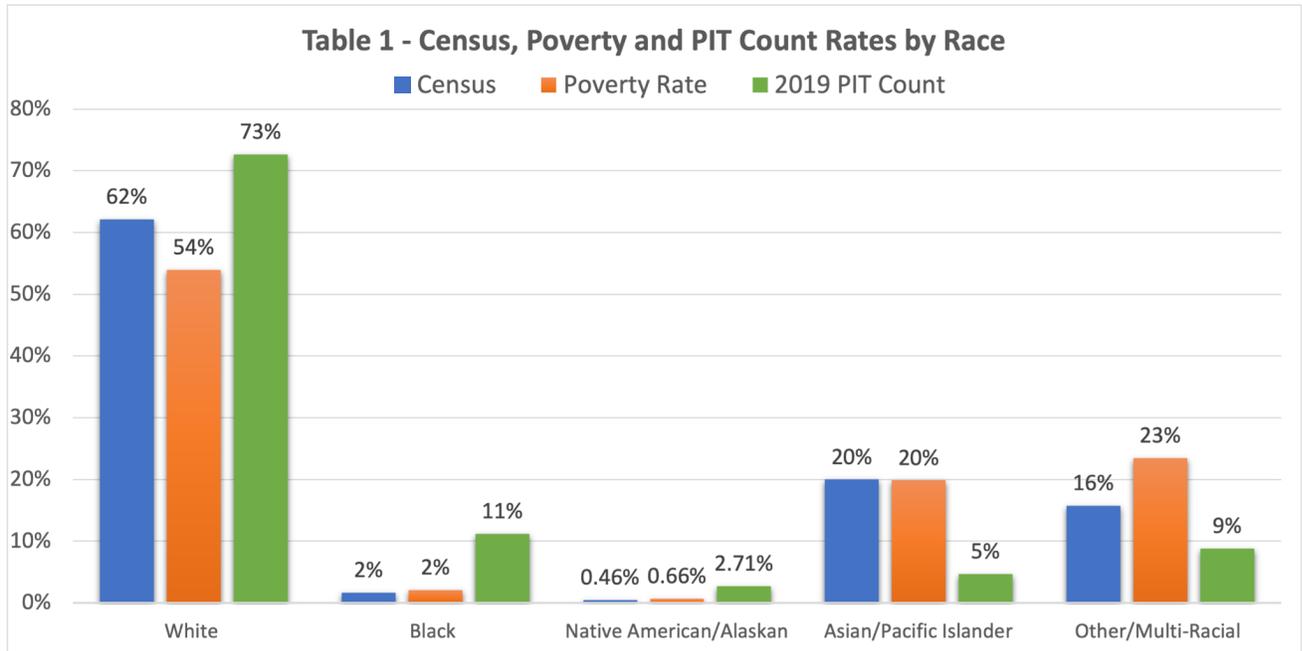
This report examines quantitative data from Orange County’s homeless response system, and was prepared by C4 Innovations in May 2022. This report is intended to be used to inform a set of recommendations with actionable steps that can be implemented to achieve a more racially equitable approach to ending homelessness in Orange County. Stakeholders from Orange County, inclusive of partners with lived expertise of homelessness, have or will soon engage in foundational knowledge building sessions, survey-based assessments, and other analyses to identify racial and ethnic inequities and the systemic factors that may be contributing to those inequities. The following report includes findings and recommendations from system-level quantitative data, and we encourage you to reach out to your local data lead(s)/HMIS administrator(s) if you have questions or would like to be more involved in the work to advance racial equity.

Looking at data disaggregated by race and ethnicity is a key first step in identifying, understanding, and addressing racial and ethnic inequities in your community. This process will help you understand the ways in which Black, Brown, Indigenous, and People of Color experience homelessness and housing insecurity outcomes differently than white households. The data analysis in this report establishes the baseline, or starting point, from which your community can build and target your racial equity initiatives and help your community make data-driven, relevant, and impactful decisions about your CoC. Examining quantitative data establishes a core scaffolding of information that can be added to, revised, and built on over time. Critically, it is recommended that CoCs also collect and analyze qualitative data from Black, Brown, Indigenous and People of Color as well as people with lived expertise of homelessness to explore more deeply the trends and patterns presented in this report.

### TABLE 1 - DISTRIBUTIONS OF RACE & ETHNICITY

Table 1 references data from the [HUD CoC Analysis Tool: Race and Ethnicity](#) (Version 2.1) and shows racial and ethnic groups that are over or under-represented in your CoC’s populations of people experiencing homelessness. Table 1 compares Census information from the American Community Survey (ACS) five-year estimates for 2013-2017, poverty rate data from the ACS 2013-2017 estimate, and data from Orange County’s 2019 PIT Count.

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### Table 1 Findings

When comparing racial and ethnic distributions of the general population of Orange County to Point-in-Time (PIT) Count data from 2019, the greatest disparities exist among individuals who identified as Native American/Alaskan and Black. Native American/Alaskan households are 5.9 times as likely to be counted as experiencing homelessness in the 2019 PIT count (2.71%) when compared to the demographics of the general population (0.46%). Similarly, Black households are 5.5 times more likely to be counted as experiencing homelessness in the 2019 PIT count (11%) when compared to the demographics of the general population of Orange County (2%).

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- Native American/Alaskan households are 5.9 times *more* likely to be represented in the 2019 PIT Count than in the general population (2.71% vs. 0.46%, respectively).
- Black households are 5.5 times *more* likely to be represented in the PIT Count than in the general population (11% vs. 2%, respectively). This racial disparity is not explained by the poverty rate of Black households, which is also 2%.
- White households are 1.2 times *more* likely to be represented in the 2019 PIT Count than in the general population of Orange County (73% vs. 62%, respectively).
- Hispanic households are 1.1 times *more* likely to be represented in the 2019 PIT Count than in the general population (36% vs. 34%, respectively). Hispanic households also experience a high poverty rate in Orange County (50%).
- Asian/Pacific Islander households are 4 times *less* likely to be represented in the 2019 PIT Count than in the general population (5% vs. 20%, respectively). The general distribution of Asian/Pacific Islander households is higher than the national rate (20% in Orange County vs. 7% nationally).
- Other/Multi-Racial households are 1.8 times *less* likely to be represented in the 2019 PIT Count than in the general population (9% vs. 16%).

### Table 1 Opportunities

To take a deeper look at the high-level data in Table 1, it may be helpful to perform further analyses with an intersectional lens. Intersectionality is an analytical framework for understanding how aspects of a person or group's social and political identities combine to create different modes of discrimination and privilege. For example, it may be useful to disaggregate data by race/ethnicity *and* by gender, age, or household type to explore with more specificity which populations experience the greatest racial inequities in your homeless response system. It may also be useful to explore more specifically which populations or nationalities are encompassed in the broad race and ethnicity labels used in this tool. For example, what groups make up the "Asian/Pacific Islander" designation in Orange County? Which specific Asian/Pacific Islander populations and nationalities are represented in the PIT?

Consider applying intersectional lenses particularly to Native American/Alaskan and Black households, since these groups are the most disproportionately represented in homelessness when compared to the general population in Orange County. It may also be useful to begin to develop learning questions centered around the journey of Black and Native American/Alaskan households through your community's homeless response system, and conducting a more detailed review of the distribution of these households in the homeless response system across resource/project types, Coordinated Entry (CE) milestones (assessment, enrollment/referral, placement), or at the provider level. Lastly, gathering qualitative information about the quality of the experiences of Black and Native American/Alaskan households can help inform the development of these questions and further data analyses.

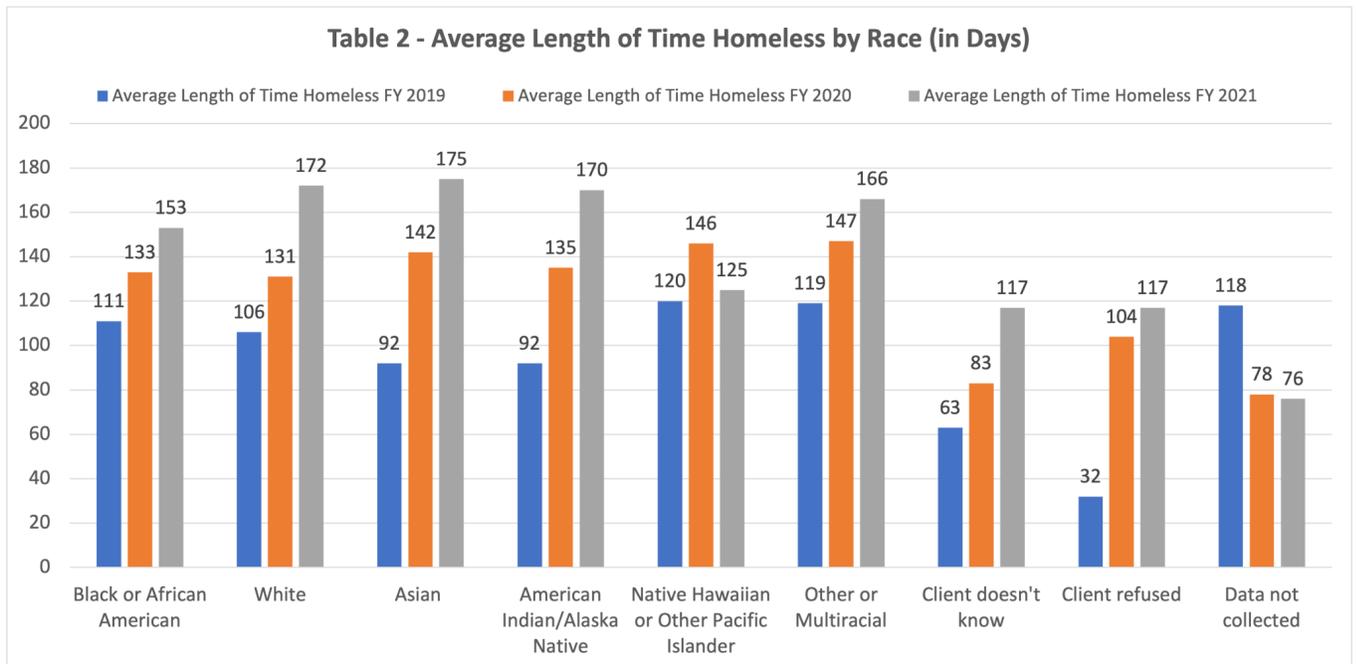
Finally, consider periodically refreshing this high-level analysis using more recent Census, poverty and PIT Count data for a more accurate read on racial/ethnic disparities. If your

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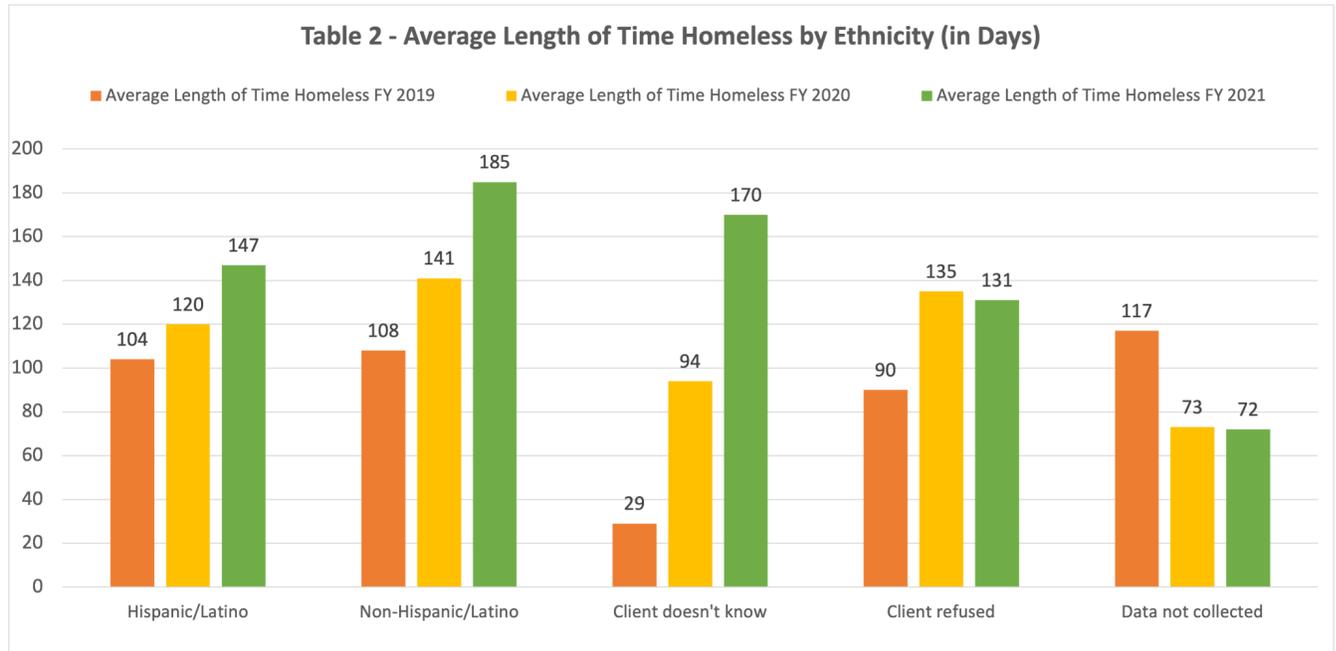
community has an alternative methodology for understanding the real-time number of households experiencing homelessness, it may also make sense to use that data alongside the PIT Count data. It may be useful to explore demographic data alongside, for example, high-level disaggregated data within the homeless response system (e.g., those active in HMIS, households engaged with Coordinated Entry, representation on a By-Name List, etc.) to determine how people are showing up in the system vs. how they present in the general population.

### TABLE 2 - AVERAGE LENGTH OF TIME HOMELESS BY RACE & ETHNICITY

Table 2 shows the average length of time that households resided in Emergency Shelter, Safe Havens and Transitional Housing in Orange County during FY 2019, FY 2020, and FY 2021. All data are disaggregated by race and ethnicity.



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### Table 2 Findings

Across all racial and ethnic categories, Orange County's average length of time homeless numbers increased between FY 2019 and FY 2021:

- 90% increase for Asian households\*
- 85% increase for American Indian/Alaskan Native households\*
- 71% increase for Non-Hispanic households
- 62% increase for White households
- 41% increase for Hispanic households
- 39% increase for Other or Multiracial households\*
- 38% increase for Black or African American households
- 4% increase for Native Hawaiian/Pacific Islander households\*

In addition to considering the percentage increases in length of time homeless, it may also be useful to explore patterns across racial and ethnic groups by looking at the raw numbers of days homeless for each group. In 2019, Native Hawaiian/Other Pacific Islander, Other/Multiracial and Black or African American households experienced the highest average number of days homeless (120, 119 and 111 days, respectively). In 2021, this trend changed notably - the groups experiencing the highest average lengths of time homeless are Asian, white and American Indian/Alaska Native households (175, 172, 170 days, respectively).

It may be useful to review the raw numbers of households reflected in the "Client doesn't know", "Client refused", and "Data not collected" categories, as there may be a notable amount of households for whom race and ethnicity is not being captured. Finally, in racial or ethnic groups where there is a small number of households represented, the average length of time

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may skew high or low, depending on the data, and be potentially misleading. Taking into account the relative raw numbers of each group represented in this table may be useful and worth further analysis.

*\*The number of households represented by these percentages are likely to be very small in comparison to the overall numbers of white, Black or African American and Hispanic/Latino households in this dataset.*

### **Table 2 Opportunities**

In Orange County, the greatest disparities in homelessness exist among individuals who identified as Native American/Alaskan and Black or African American. There are opportunities to ask more questions and pull additional data points to illuminate more information about these households and what the quality of their experiences are with the homeless response system. For example, in which portions of the homeless response system are Native American/Alaskan and Black households spending the most time? Are Native American/Alaskan and Black families experiencing different barriers to obtaining housing resources than Black singles and youth, and vice versa? When comparing length of time data across different milestones in Coordinated Entry (assessment, referral, placement) where are Native American/Alaskan and Black households “getting stuck”? Is there value in running a provider-level length of time analysis by race/ethnicity to see which providers facilitate programs with the highest and lowest lengths of time homeless? Gathering the stories and experiences of Native American/Alaskan and Black households experiencing homelessness could help Orange County to better understand the needs of overrepresented racial groups. This type of data gathering could provide opportunities to ask about barriers to housing/services, where individuals experience bias when encountering the system, if there are culturally responsive supports that meet household needs, and what supports or factors lead to a sense of community for overrepresented households experiencing homelessness (i.e., geographic location, the availability of natural/informal supports)?

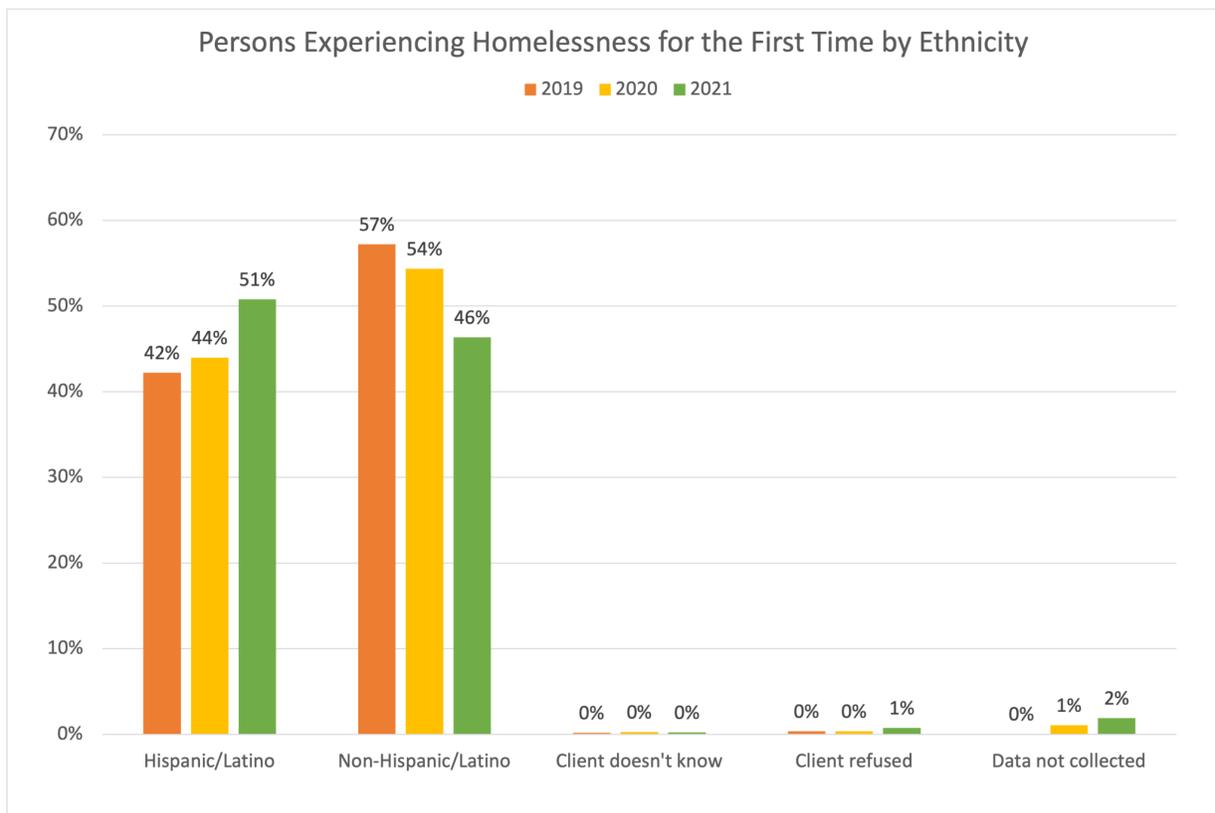
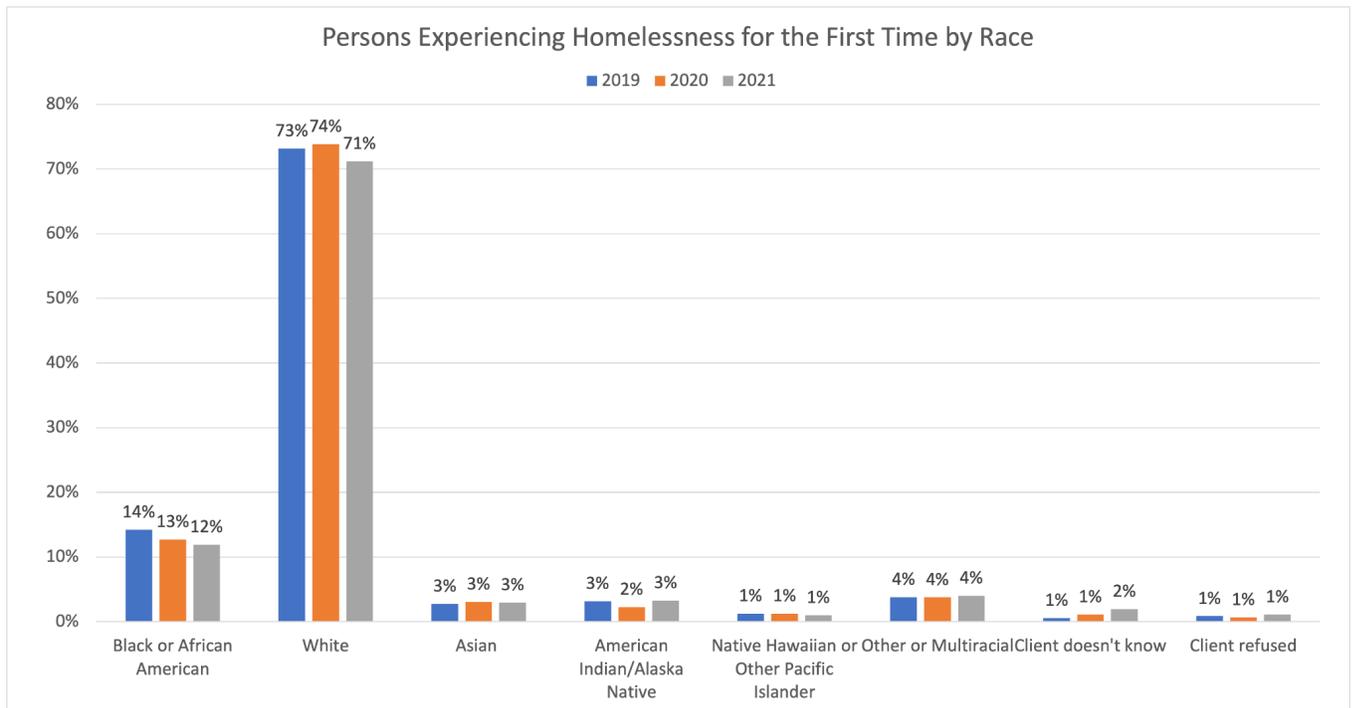
An additional opportunity is available to further interrogate the root causes and broader contexts of households that experienced large increases in length of time homelessness from 2019 to 2021. How did the COVID-19 pandemic affect these racial and ethnic groups in Orange County? It appears possible that the smallest demographic groups may have experienced the largest increases in length of time homeless from 2019 to 2021. How does this hypothesis bear out upon further analysis? Where geographically do folks experiencing the longest lengths of time homeless enter the system from? Are these households showing up across all Orange County homeless response system providers, or at just a few? What cultural contexts, nationalities, and immigration-related factors shape these populations in Orange County?

### **TABLE 3 - FIRST TIME HOMELESS BY RACE AND ETHNICITY**

Table 3 displays the number of households (disaggregated by race and ethnicity) entering the homeless response system through Emergency Shelter, Safe Havens, and Transitional Housing with no prior enrollments in HMIS (Homeless Management Information System). These

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households are considered to be experiencing homelessness for the first time. The annual reporting periods for Table 3 are FY 2019, FY 2020 and FY 2021.



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### Table 3 Findings

All first time homeless figures remain relatively consistent across racial groups in 2019, 2020 and 2021, but not among ethnic groups. White households overwhelmingly account for the number of households experiencing homelessness for the first time in Table 3, in a way that aligns with the overall proportions of white households experiencing homelessness in Orange County (73% in 2019, 74% in 2020, 71% in 2021). The number of Black or African American households experiencing homelessness for the first time is similar to the proportion of Black households in the PIT Count, but not the overall demographics of Orange County (14% in 2019, 13% in 2020 and 12% in 2021). In other words, around 73% of the homeless population represented in the PIT Count were white households, 11% were Black or African American and we see people experiencing homelessness for the first time at similar rates. Again this data is relatively consistent over time across race, but both Black and white populations show a 2% decrease in households experiencing homelessness for the first time when comparing 2019 to 2021 rates.

Orange County first time homeless data is not consistent over time across ethnicity. Over half of households experiencing homelessness for the first time identify as Hispanic/Latino in 2021 (51%), whereas Hispanic/Latino households only make 36% of the 2019 PIT Count. The percentage of Hispanic/Latino households experiencing homelessness for the first time went up steadily between the three years examined in this dataset, from 42% in 2019, to 44% in 2020, to 51% in 2021. Conversely, the percentage of Non-Hispanic/Non-Latino households experiencing homelessness for the first time went down steadily between 2019 and 2021, from 57% in 2019, to 54% in 2020, to 46% in 2021.

### Table 3 Opportunities

There are clear opportunities to work with communities identifying as Hispanic/Latino to better understand the increase in first time homelessness. What are the key factors and root causes that lead to Hispanic/Latino households experiencing homelessness in 2020 and 2021? Are there pandemic related barriers to explore? What strategies has Orange County tested to learn more about these communities? Are the increases in numbers actually indicative of improved access to housing and services for this population, or if this community is experiencing more housing instability and homelessness than before?

Are there specific homeless services providers that serve Hispanic/Latino households, or distinct geographic areas to think about in relation to these trends? There are opportunities to consider first time homeless-related data more deeply. If the locations of individuals who touch the homeless response system are known, it may be useful to map out the data in Table 3 by zip code or census tract using a mapping tool to get a sense of where households are residing before they become homeless for the first time. There are also opportunities to identify what is currently working in Orange County to reduce first time episodes of homelessness. Consider performing a program type or provider-level analysis to dig deeper into the outcomes for Hispanic/Latino households experiencing homelessness for the first time. A good place to start

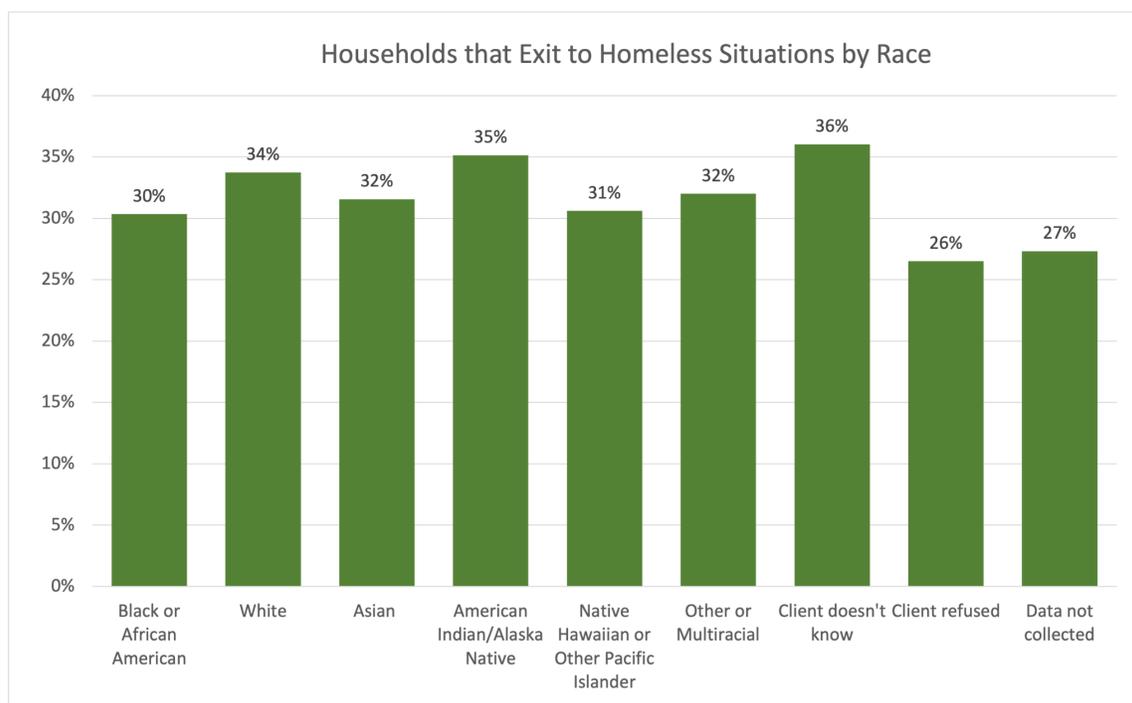
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may be to explore this data intersectionality by household type - are folks mostly families, singles, couples, or a mix? Do household type trends vary among the other race/ethnicity categories?

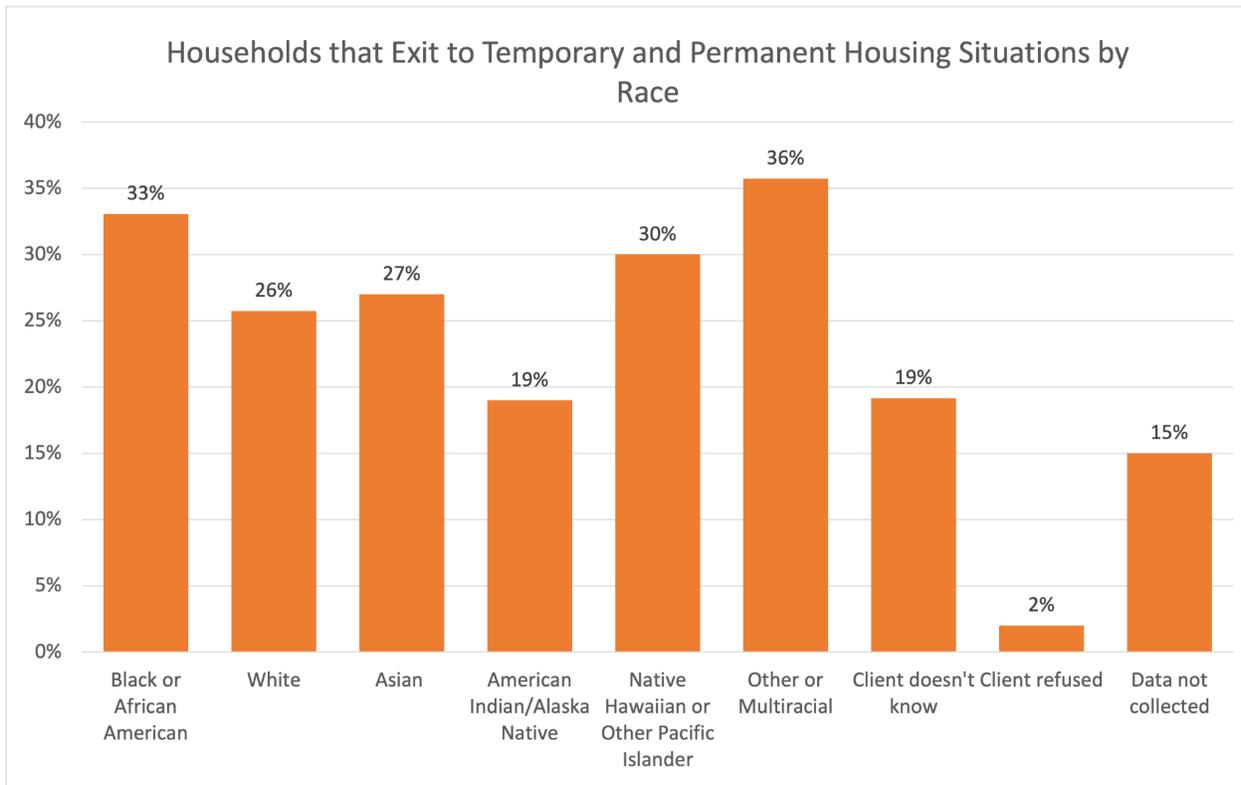
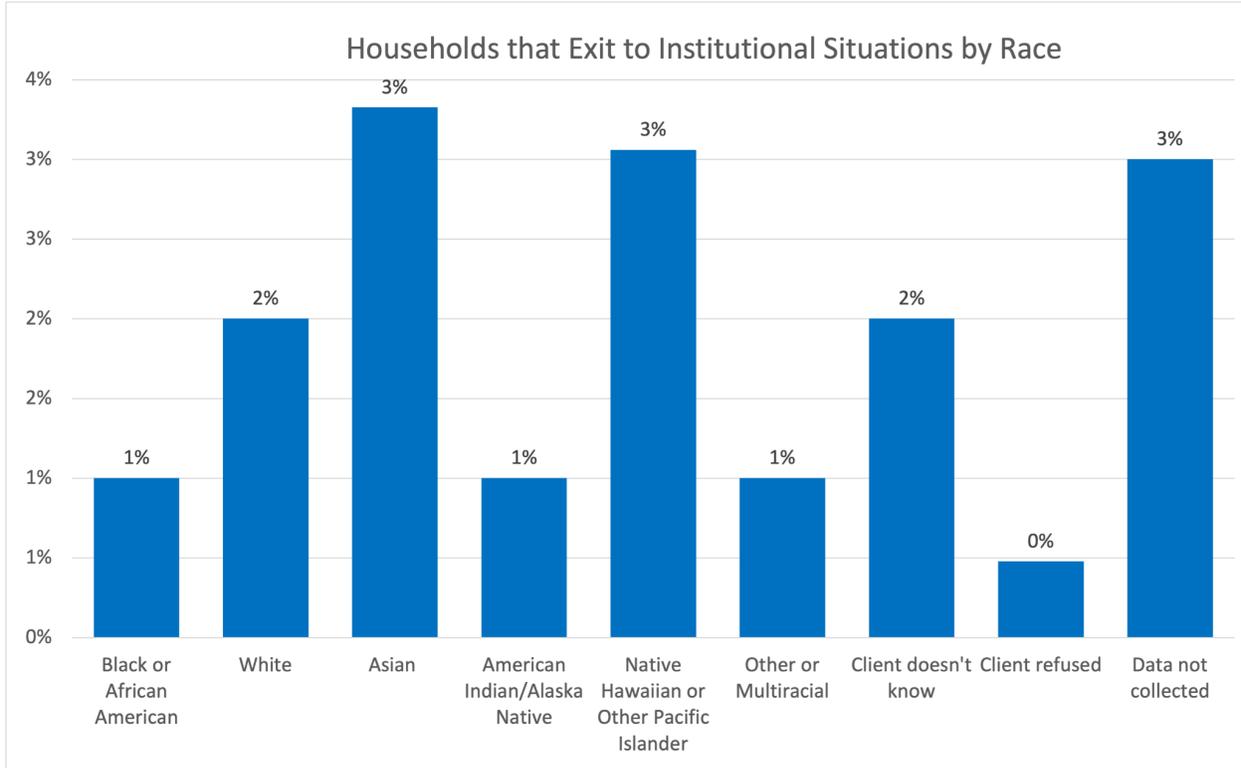
The data in this request looks at first time episodes of homelessness for each demographic group as compared to the entire population of people experiencing first time episodes of homelessness. Consider taking a look at this data within each demographic group (rather than across all racial/ethnic groups) in order to determine if there are specific demographic groups that are experiencing multiple episodes of homelessness more frequently or disproportionate rates. Finally, it may also be useful to consider the “opposite” population - households *with* prior enrollments in HMIS. How might Orange County use disaggregated data by race/ethnicity to explore households that have experienced homelessness multiple times? To gain more detailed insights, it may also be useful to set up learning questions and conceptual parameters around what further data points may be useful to pull. These areas may also be informed by quantitative data (high average lengths of time, etc.) rooted in an individual or household’s lived experience and/or perception of the system.

### TABLE 4 - EXIT DESTINATIONS BY RACE AND ETHNICITY

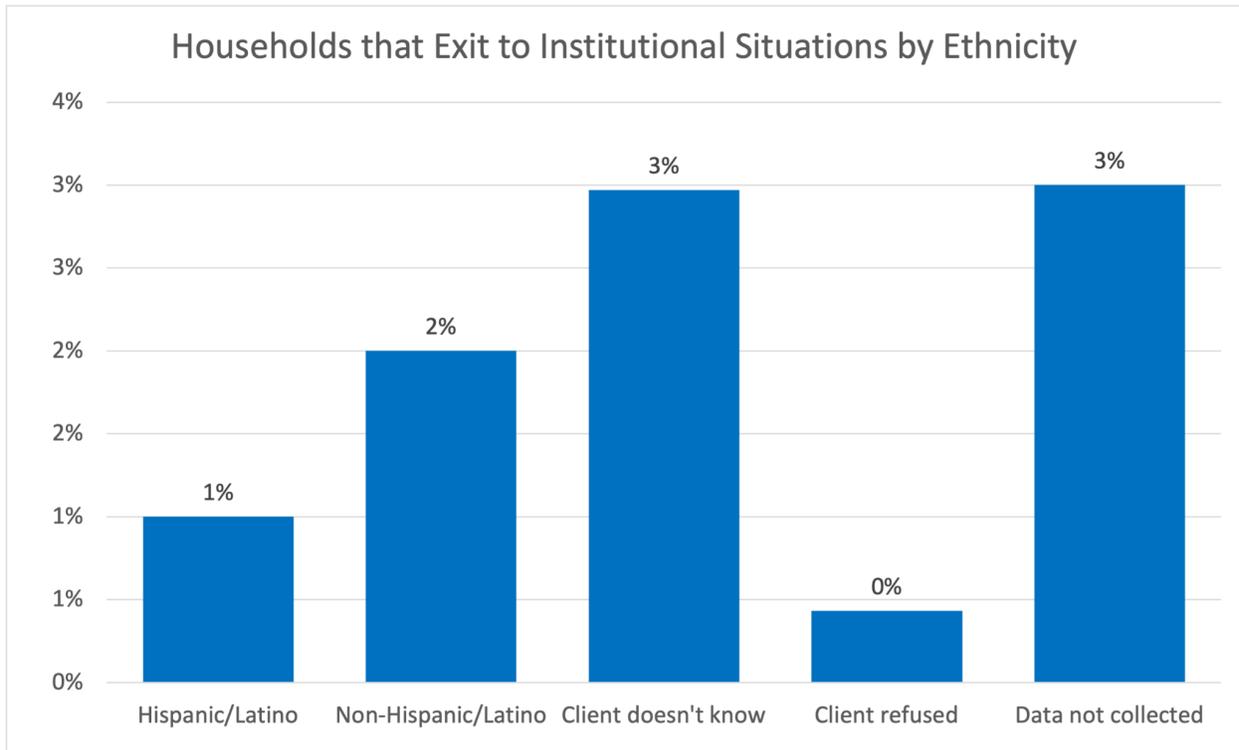
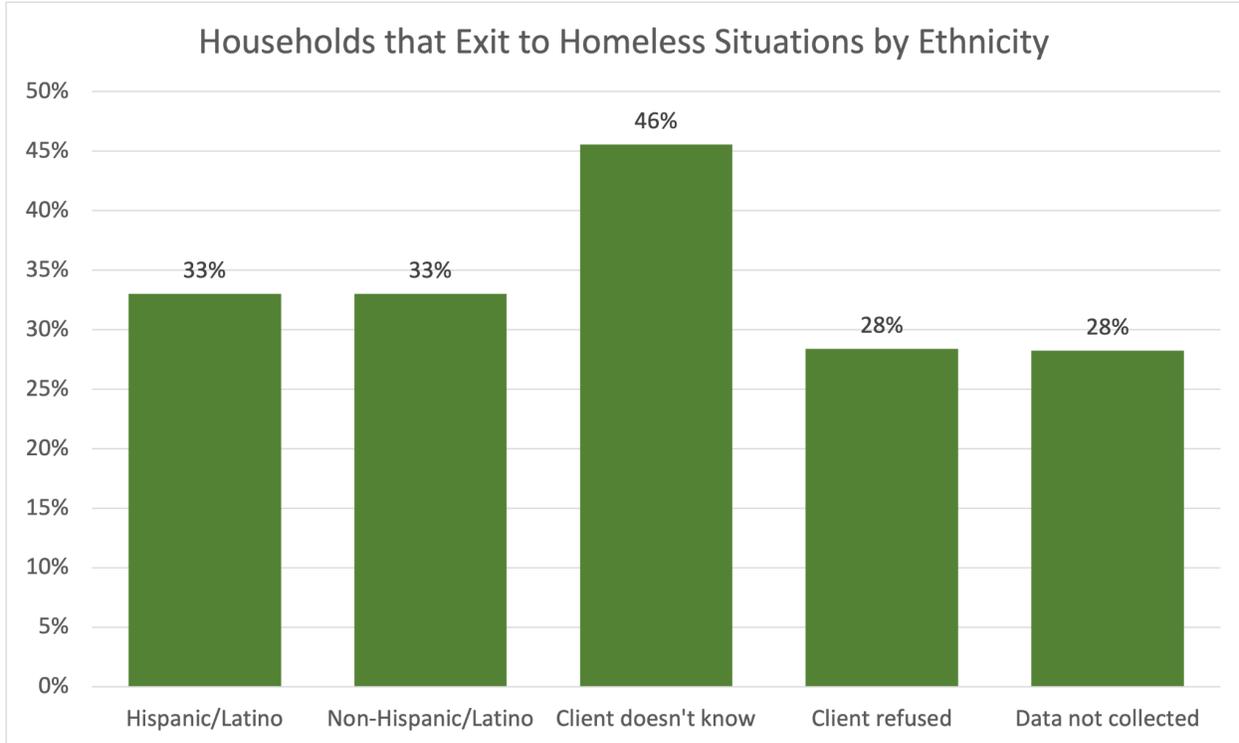
Table 4 shows exit destinations disaggregated by race and ethnicity, broken down into subgroups for Homeless Situation destinations, Institutional Situation destinations, and Temporary and Permanent Housing Situation destinations. This table reflects deduplicated exit destination entries in HMIS, using the household's most recent exit from the homeless response system (if the household has exited more than once). Finally, this table combines data from the following three federal fiscal years - FY 2019, FY 2020 and FY 2021.



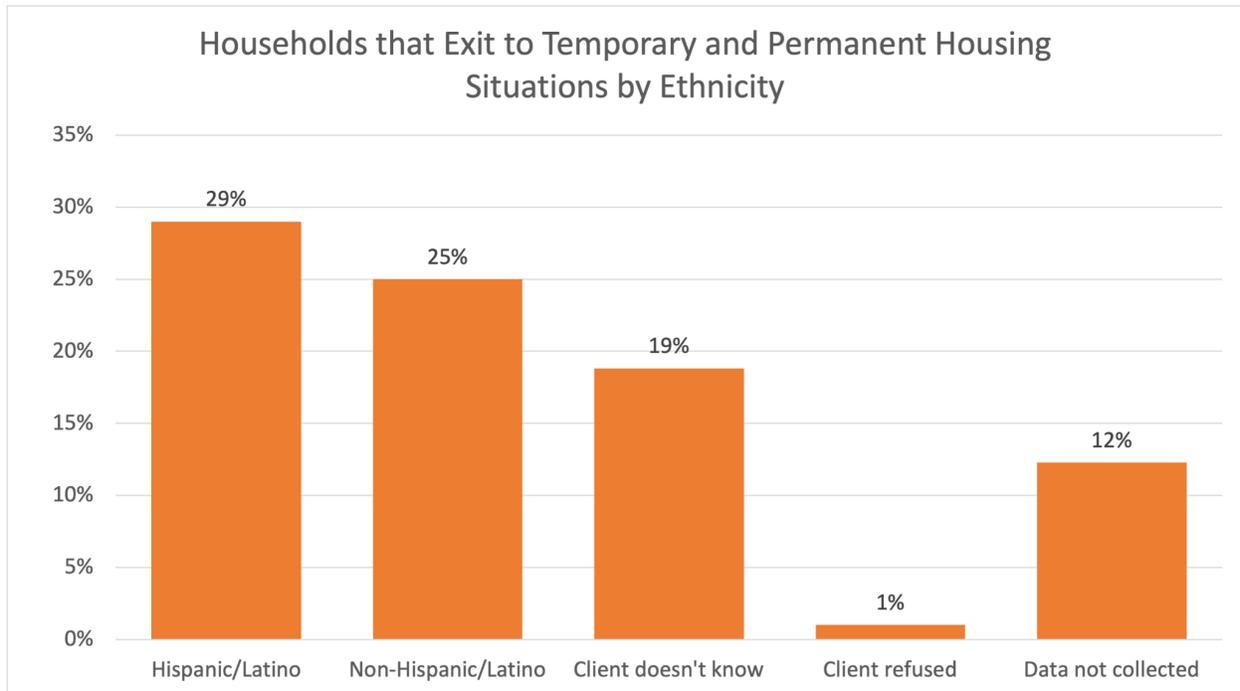
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### Table 4 Findings

The Exit Destination data in Table 4 revealed the following trends, patterns, and gaps:

- Approximately 30-45% of each racial and ethnic category are represented in the “Other” category for exit destinations, which results in a reduced overall denominator available for this racial equity analysis. There are a variety of specific data fields in HMIS within the “Other” subcategory, and it may be useful to explore how these play out in more detail disaggregated by race.
- Second to the 'Other' category, all demographic groups exit frequently to Emergency Shelter and then to Places Not Meant for Human Habitation. These rates of exit are high, accounting for between 30% and 35% of all exits in every racial and ethnic category.
- The subgroup with the highest rate of exits to Places Not Meant for Human Habitation is Asian households - 16% of all members of this group exiting the homeless response system do so to unsheltered situations.
- The rate of exits to permanent destinations were highest for Other/Multi-Racial (20%), lowest for American Indian/Alaska Native (9%), and other groups were as follows: Black (17%), white (10%), Asian (13%), Native Hawaiian/Pacific Islander (18%).
- The groups with the highest rates of exit to Permanent Supportive Housing (PSH) are Black or African American, American Indian/Alaska Native, and Other or Multiracial - 2% of each group’s exits are to PSH.
- Taking into consideration exit destinations that may be seen as "positive outcomes" (exits to Temporary and Permanent Housing Situations) and “negative outcomes” (Homeless and Institutional Situations) the following breakdown emerges:
  - Percentages of each population that exit to "positive" destinations: Black or African American: 33%, White: 26%, Asian: 28%, American Indian/Alaska Native:

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- 18%, Native Hawaiian/Other Pacific Islander: 31%, Other or Multiracial: 36%, Hispanic/Latino: 29%.
- Percentages of each population that exit to "negative" destinations: Black or African American: 32%, White: 37%, Asian: 35%, American Indian/Alaska Native: 37%, Native Hawaiian/Other Pacific Islander: 34%, Other or Multiracial: 34%, Hispanic/Latino: 34%.

### Table 4 Opportunities

It may be useful to consider how Orange County might improve data collection for exit destinations. As a first step, further disaggregating the data in the "Other" exit destination category to see how different racial and ethnic groups are distributed would provide further information. Depending on how this analysis bears out, there may be opportunities to test strategies that capture both a person's racial and ethnic identity, and capture where households are exiting to after they leave the homeless response system.

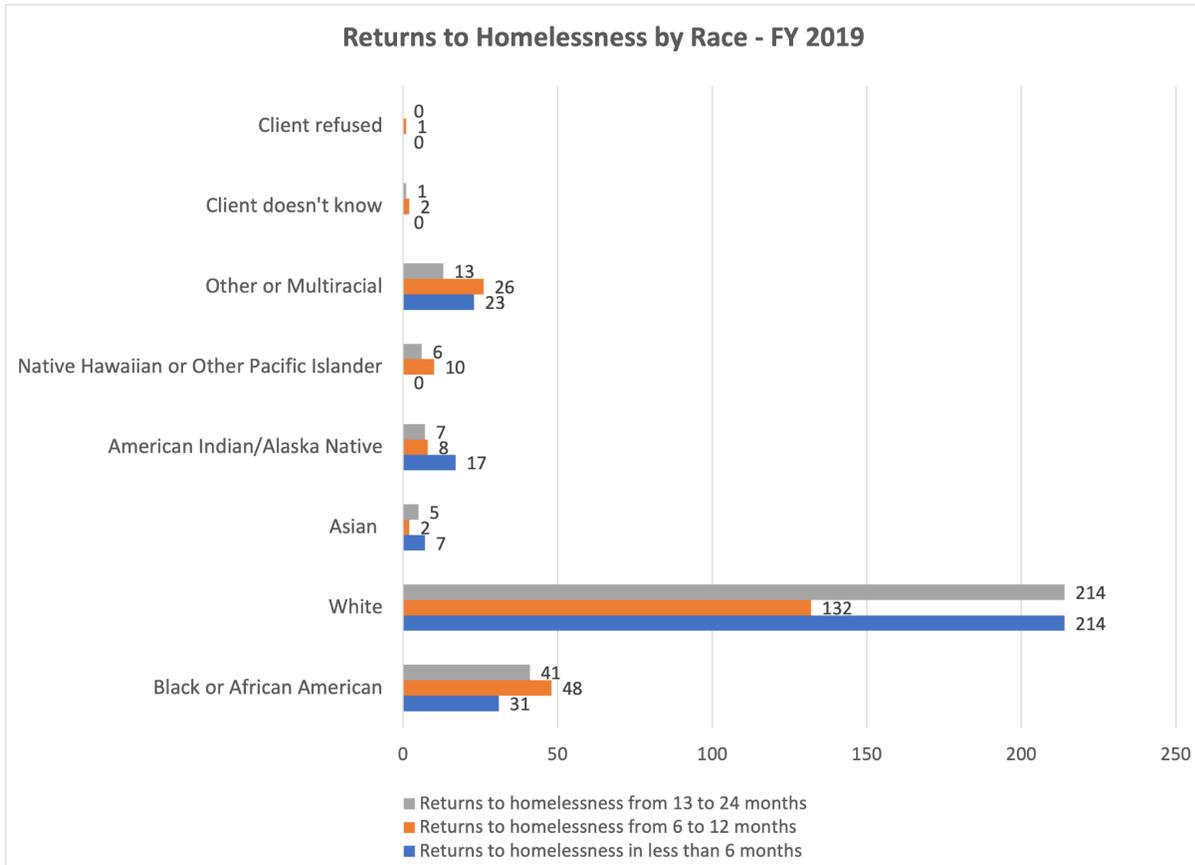
Across the board, all demographic groups exit frequently to Emergency Shelter and to Places Not Meant for Human Habitation. Sixteen percent of all Asian households exiting the homeless response system do so to unsheltered situations. There are opportunities to more deeply explore these trends by performing more quantitative and qualitative data collection and analysis. It may be useful to pull further intersectional quantitative data such as household type and the name of the provider that each household engaged with upon exiting (or entering) the system. In other words, what shelters are households exiting from without a "positive" outcome? It could also be useful to explore what factors are affecting sheltered or unsheltered exits by performing qualitative listening sessions or focus groups. What conditions result in exits to places not meant for human habitation? How and when are households being connected to rapid rehousing, permanent supportive housing, or other permanent housing destinations?

Finally, if the locations of households that exit the system are known, (in any exit destination category) it may be useful to map out this data using a mapping tool such as Tableau, ArcGIS or Power BI. Using a mapping tool it is very possible to overlay overall census demographics such as race, ethnicity, income and other data points to illuminate the impacts of historical housing trends (such as redlining) and current trends (gentrification). Mapping exercises also allow for the consideration of local racial and ethnic dynamics in the broader contexts of where individuals who are currently and formerly experiencing homelessness live.

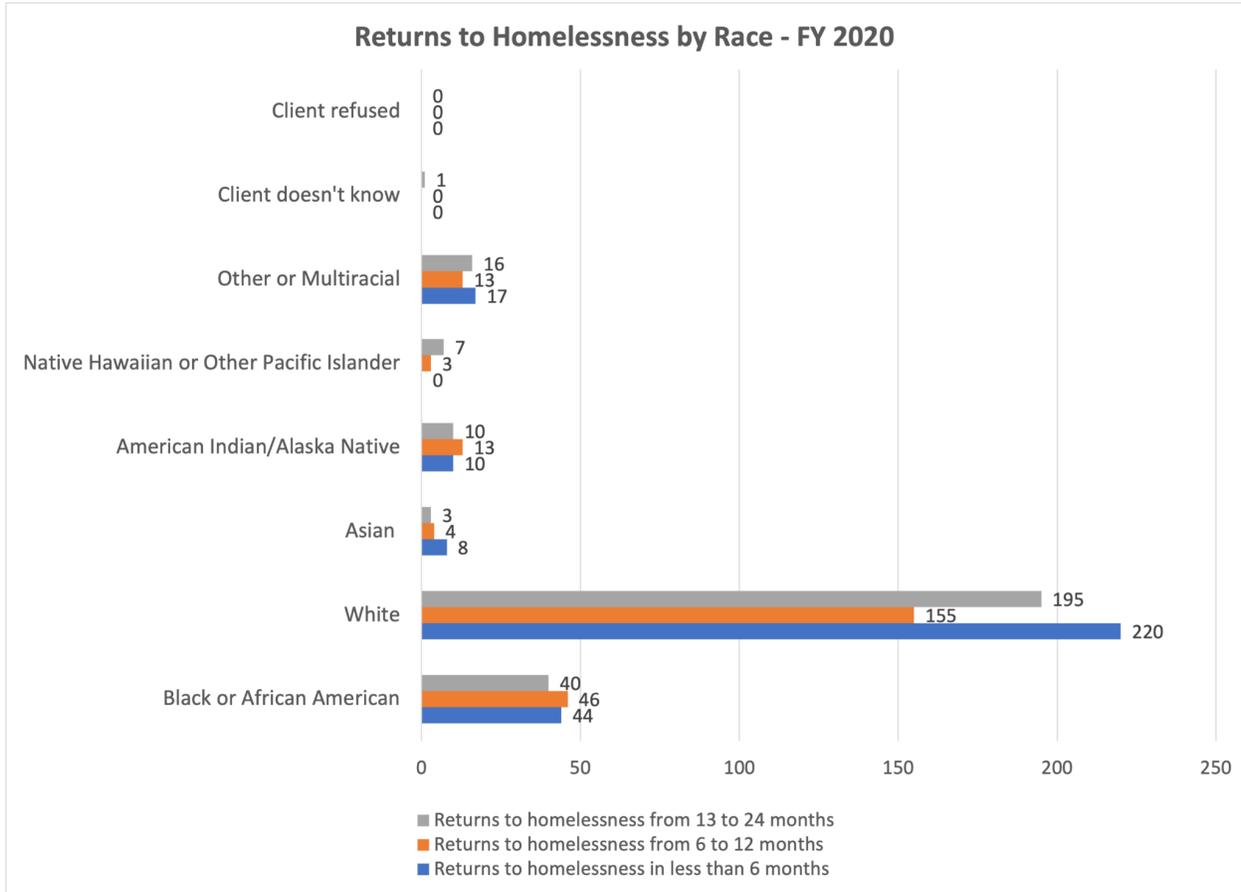
### TABLE 5 - RETURNS TO HOMELESSNESS BY RACE AND ETHNICITY

The data in Table 5 reference households that exited to a permanent housing destination and measure how many returned to homelessness after their initial exit from the system. The data are broken down into three categories: returns that occurred in 6 months or less after a household's initial exit from the homeless response system, returns that occurred between 6 and 12 months after a household's initial exit, and returns that occurred between 13 and 24 months after a household's exit.

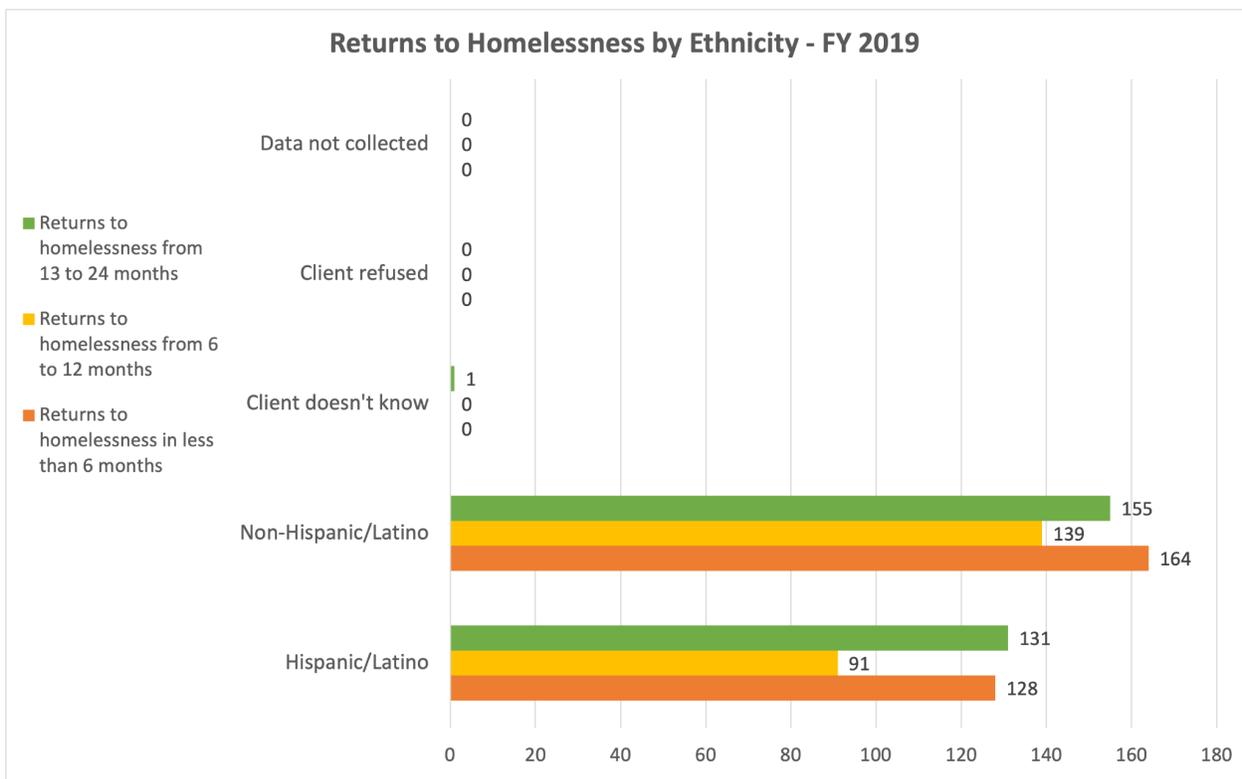
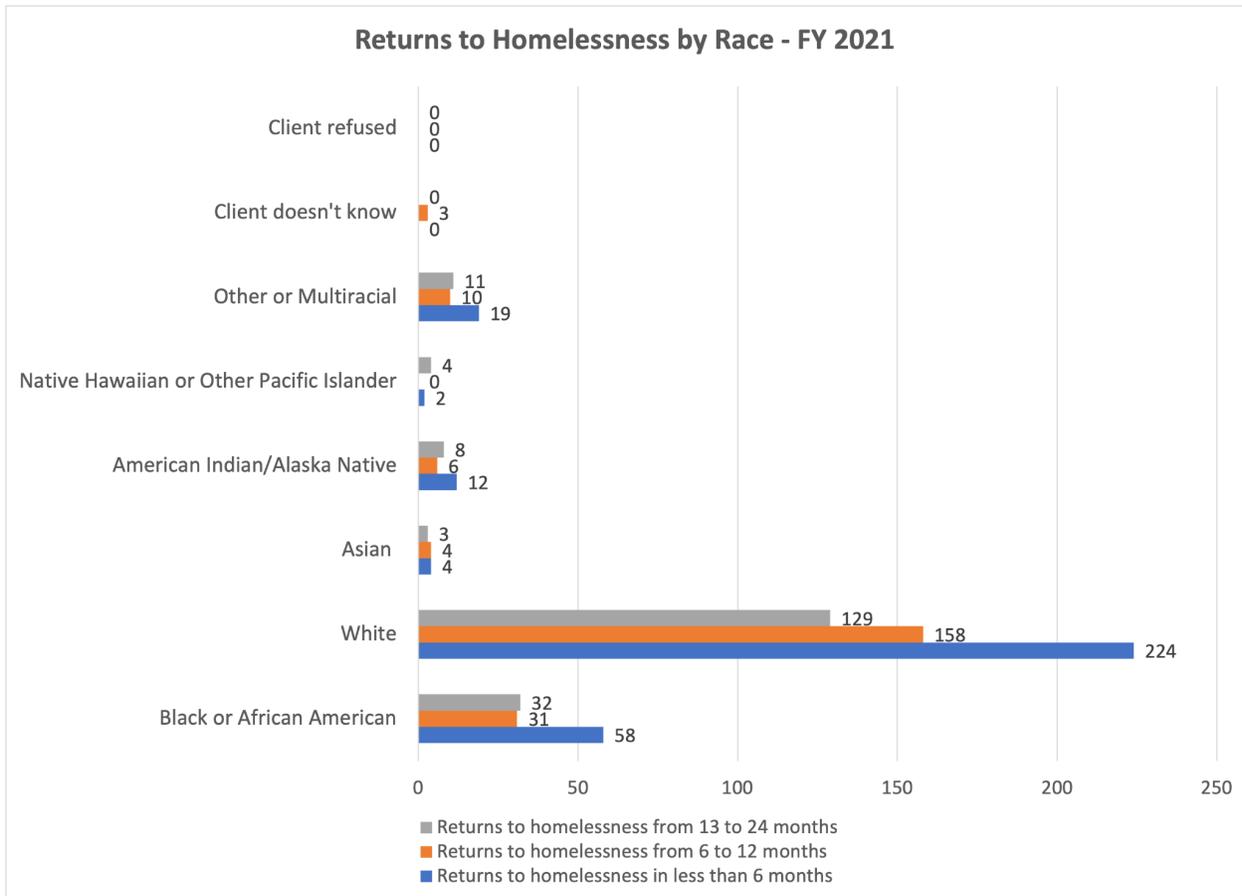
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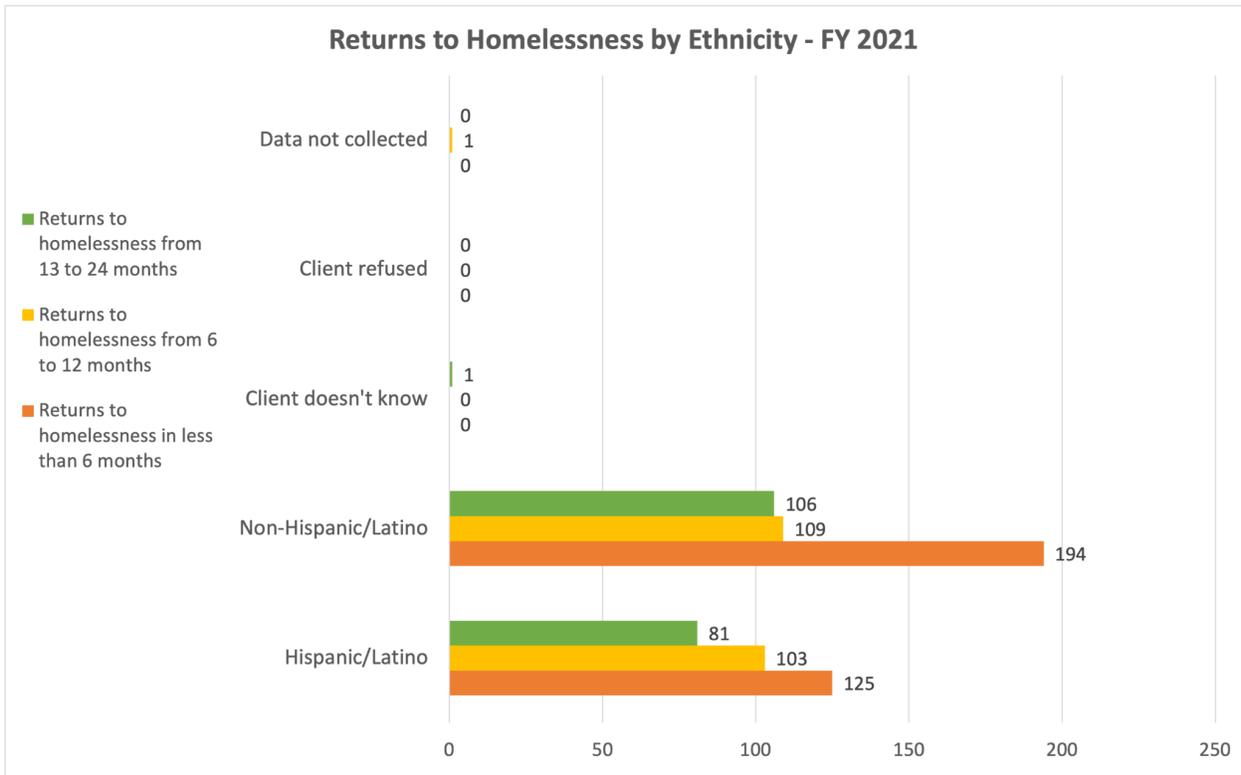
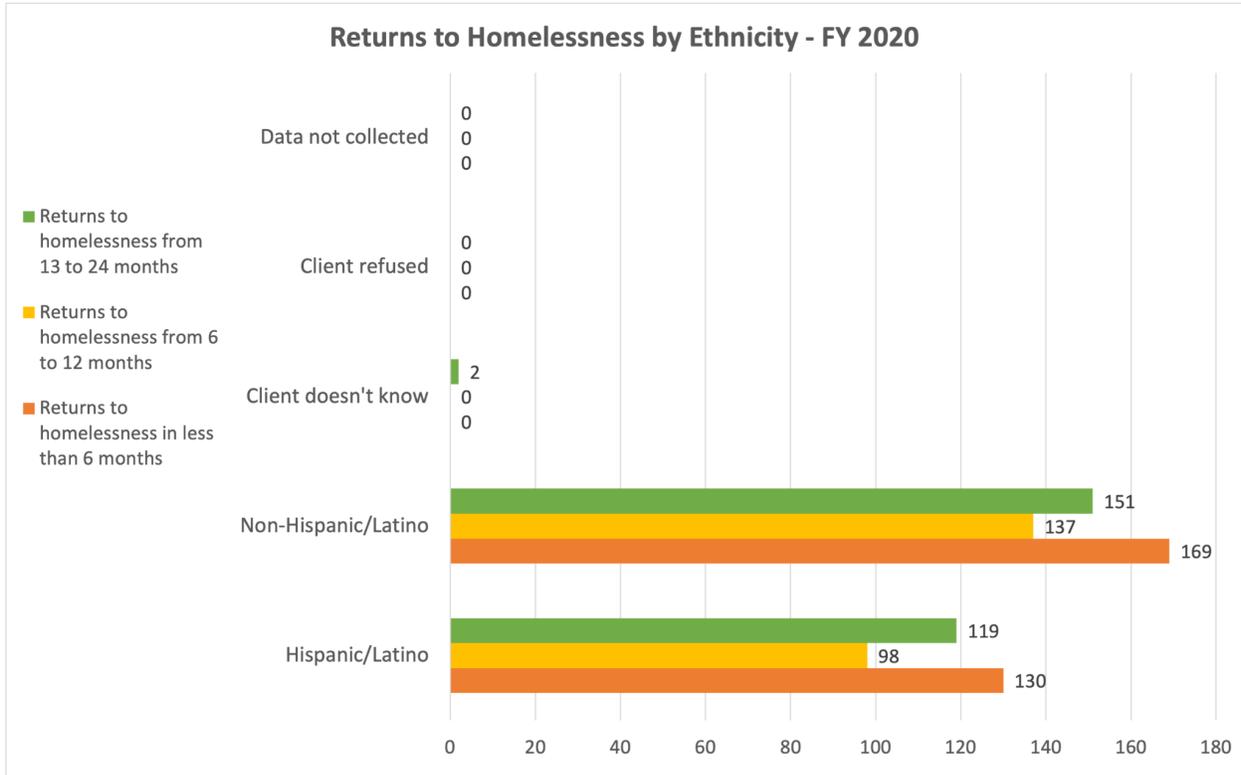
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### Table 5 Findings

Overall, there was an 11% decrease in returns to homelessness from FY 2019 to FY 2021 (from 809 to 720 households). The overall return window with the highest total numbers of returns across all three fiscal years was during the first 6 months after exiting to a permanent housing destination. In FY 2021, 48% of Black or African American and Other or Multiracial households that returned to homelessness did so within less than 6 months of their exit from the homeless response system. This was also true for 44% of white households and 46% of American Indian/Alaska Native households in FY 2021. The total number of returns decreased from 2019 to 2021 for every racial/ethnic group except Black or African American households, which increased in 2020, and then leveled out to the pre-pandemic rate in 2021: 120 Black or African American households returned to homelessness in 2019, 130 households returned in 2020, and in 121 households returned in 2021. In contrast, the rate of white households returning to homelessness decreased by 8% from 2019 to 2021. Across this same time period, the percentage changes in return rates for Asian, American Indian/Alaska Native, Native Hawaiian/Other Pacific Islander and Other or Multiracial households range from 21% to 62%. However, the raw numbers of returns in these groups are small, and percentage comparisons should be taken with a grain of salt. The total number of returns decreased for Hispanic/Latino households from 2019 to 2021 by 12%.

### Table 5 Opportunities

It may be helpful to perform deeper inquiries into returns to homelessness by race/ethnicity to consider which homeless response system resource(s) households accessed before returning to homelessness - such as Rapid Rehousing, Permanent Supportive Housing, or other permanent housing options. Are there any notable differences between the resources used by households who return to homelessness, by race or ethnicity? Were resources distributed equitably to households that returned to homelessness? Stella P (the visualization tool for data uploaded to the HUD HDX 2.0 database) data can show rates of return for each demographic group across the entire population of households who exited to permanent housing.

There are also opportunities to perform inquiries (quantitative or qualitative) into the reasons *why* households are returning to homelessness. What factors are present in a household's journey out of the system, and what changed when the household came back into the homeless response system? How can these factors be mitigated? What interventions are available to Black and Brown households who were not able to retain their housing, particularly in the first 6 months after moving into permanent housing? Was unemployment or underemployment a factor in a household's return to homelessness? Was the choice or location of the housing placement not a good fit? Were culturally-aligned services available to help Black, Brown, Indigenous and people of color increase housing stability upon placement so that they might remain in housing (e.g. mental health, substance use, community-based, religious supports, etc.)?

Finally, taking a deeper dive into the intersectional identities of individuals that returned to homelessness may provide further information, such as examining race and ethnicity with

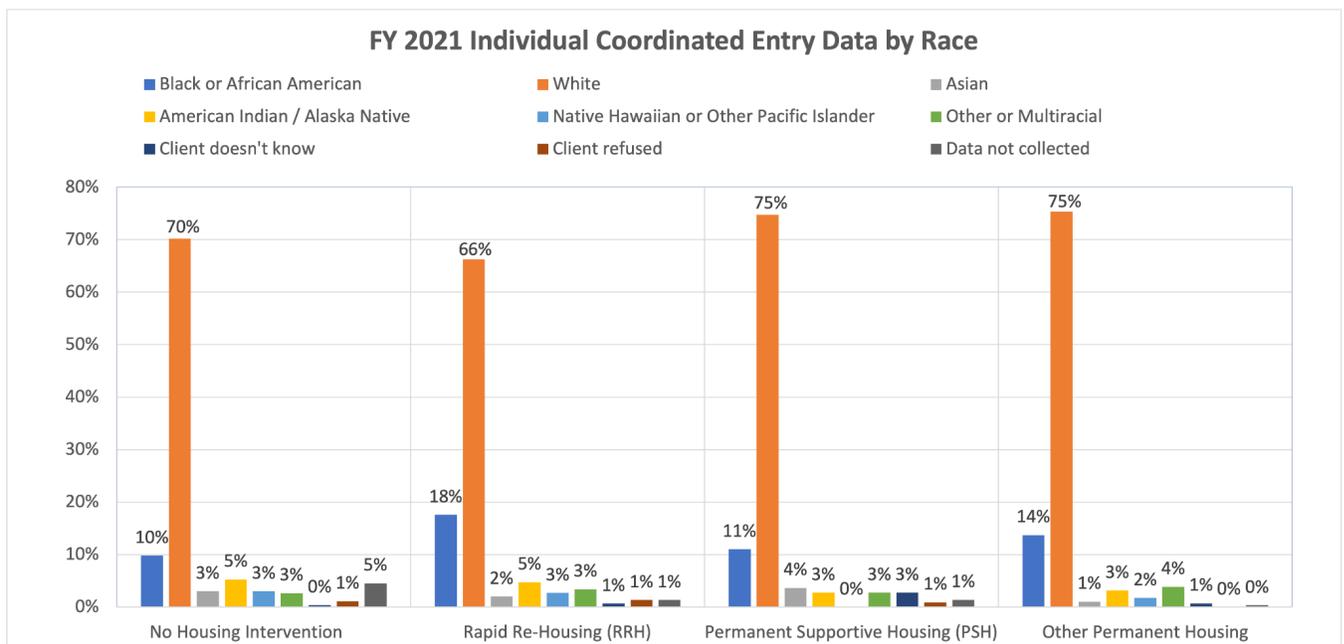
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gender, race and ethnicity with household type, race and ethnicity with project type/resource level data (was the household connected to PSH, RRH, or another resource?). If the locations of permanent housing placements are known, it may also be relevant to map returns to homelessness out geographically to examine where households are being housed and consider whether that has an effect on returns to homelessness. Gathering qualitative data that illuminates the stories and experiences of households that return to homelessness may be particularly helpful, and may guide further quantitative analysis.

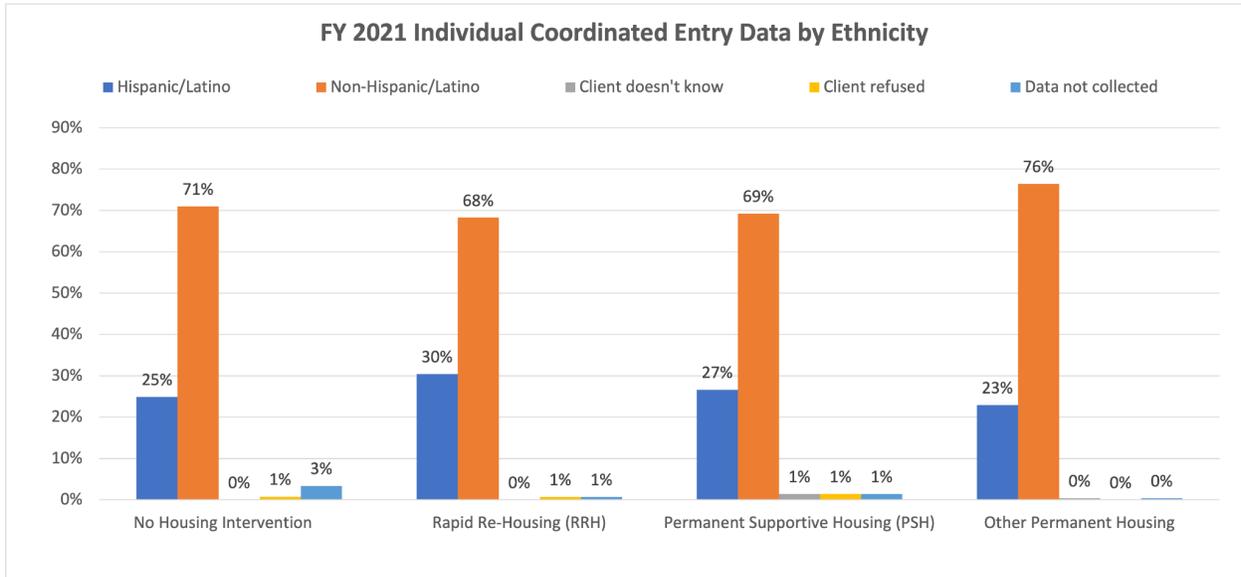
### TABLE 6 - COORDINATED ENTRY PRIORITIZATION BY RACE AND ETHNICITY

Tables 6 and 6.1 show data on households prioritized for interventions in Orange County's Coordinated Entry (CE) System. Table 6.1 shows disaggregated data for families who are prioritized for resources in Coordinated Entry. The prioritization categories for this analysis are: No Housing Intervention, Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH), and Other Permanent Housing. (Note: Table 6 only includes FY 2021 data because data from previous years was unavailable).

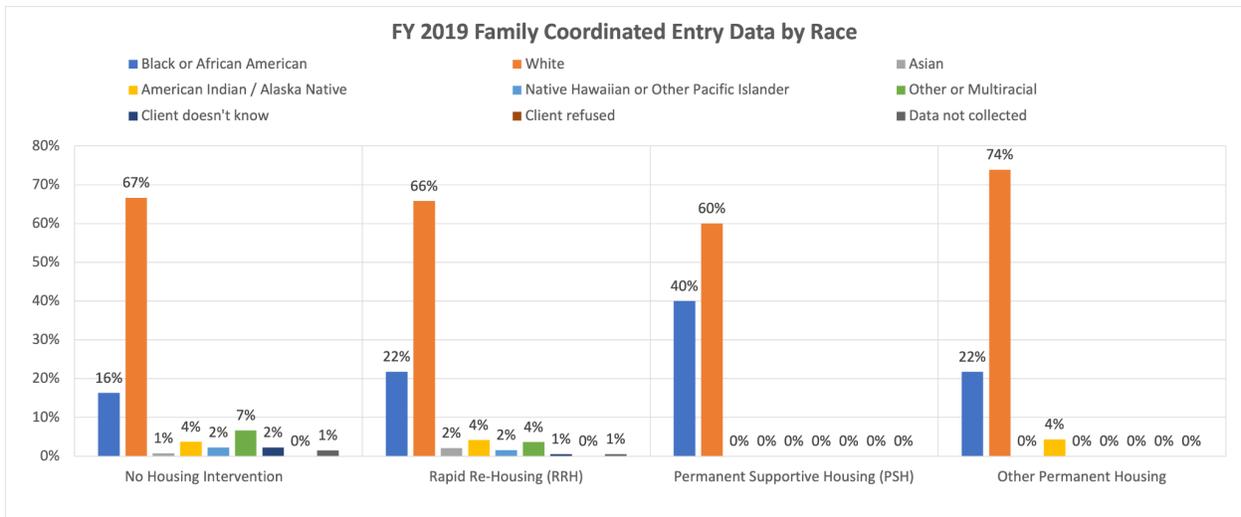
#### Data from Table 6



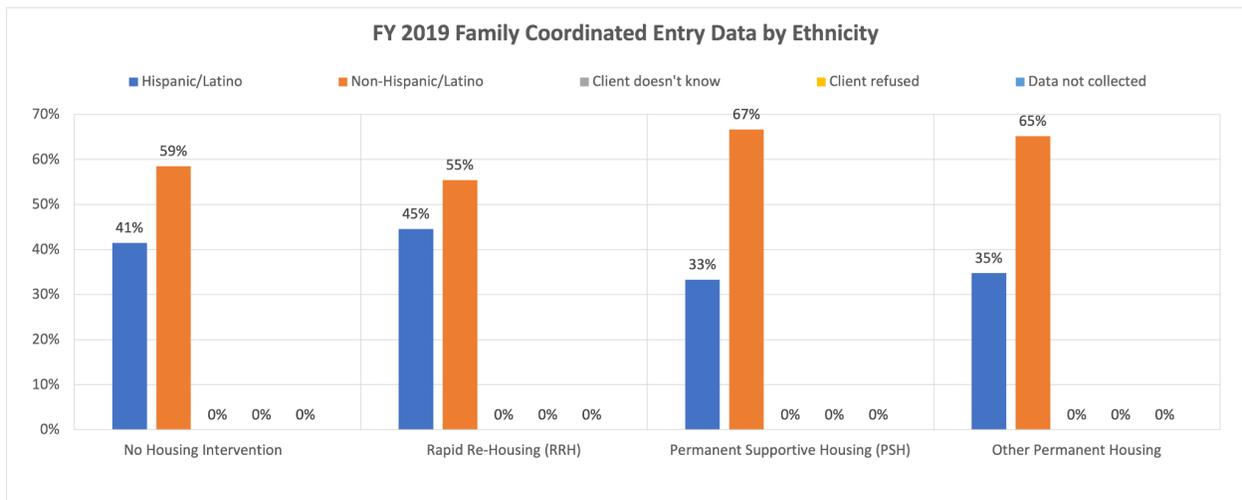
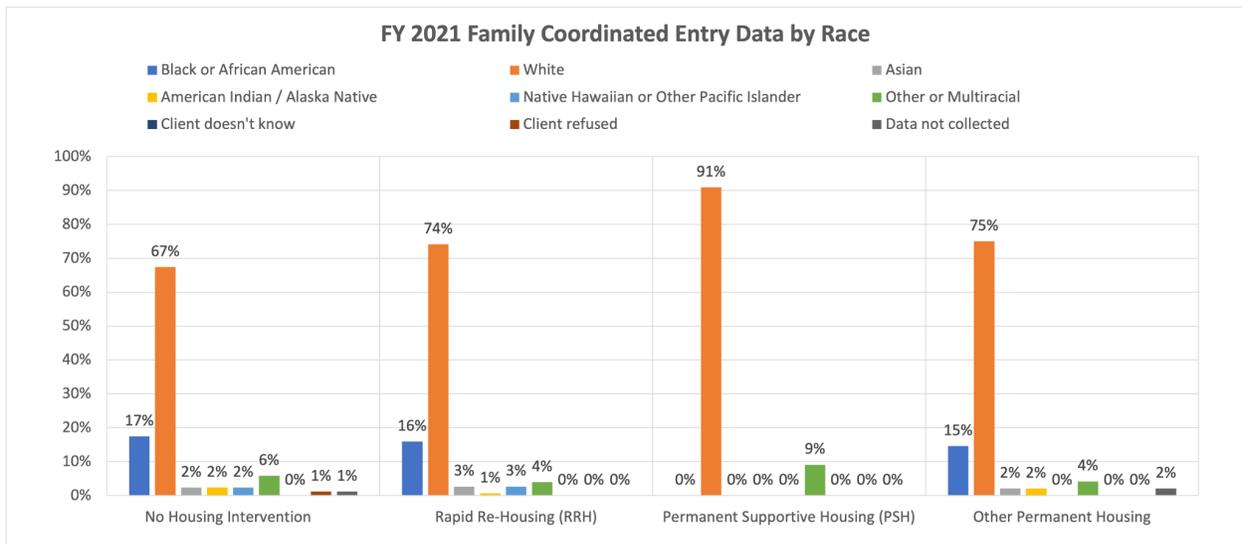
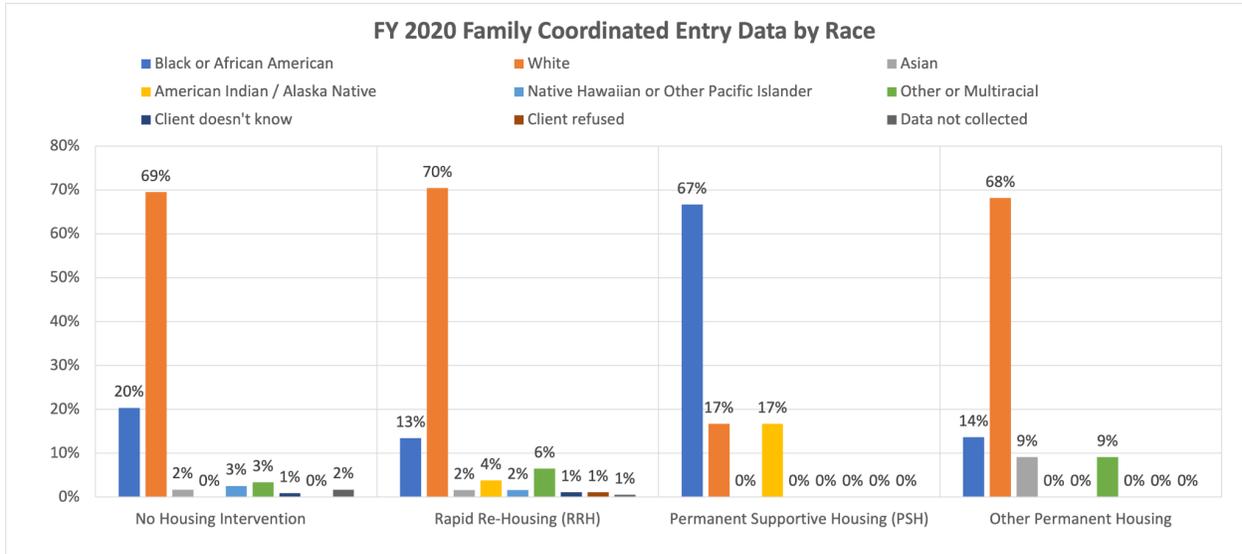
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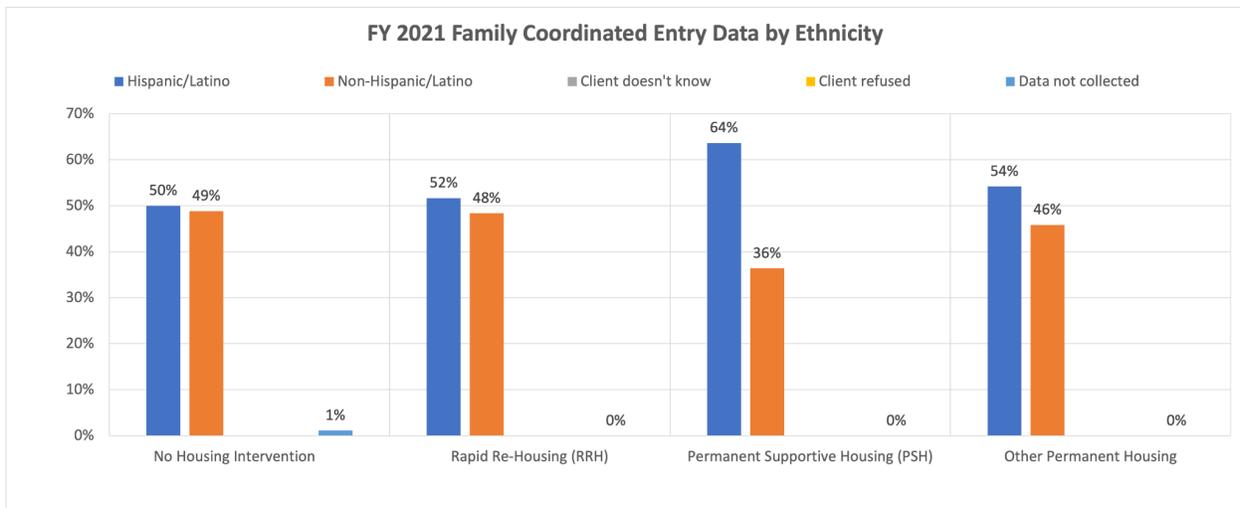
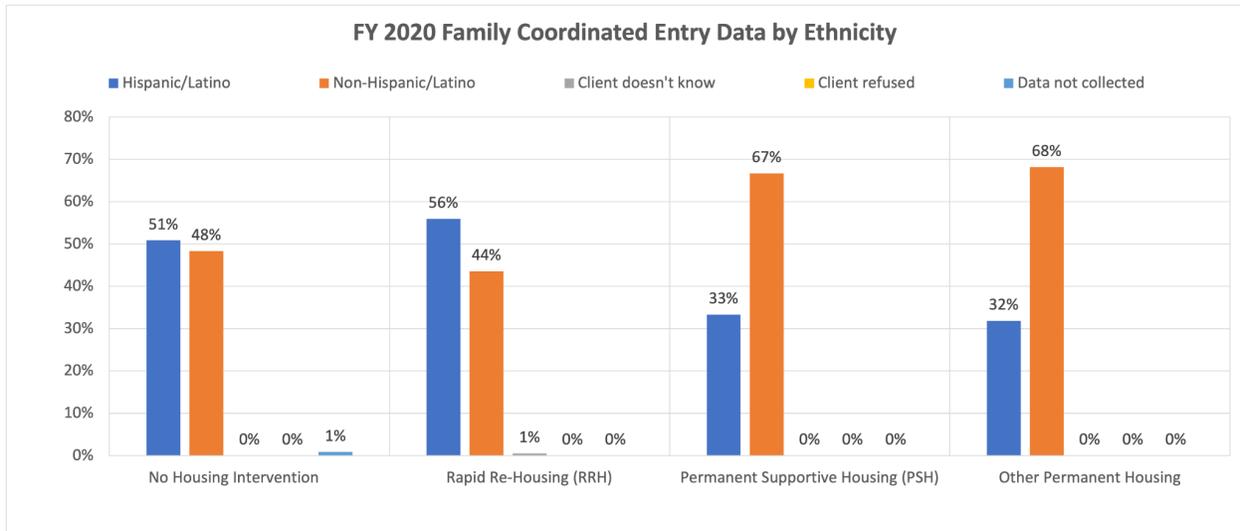
## Data from Table 6.1 - Families



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### Table 6 and Table 6.1 Findings

#### Table 6

Generally speaking, Black or African American, American Indian/Alaska Native, and white households are overrepresented in Orange County's Coordinated Entry (CE) system when compared to the demographics of the general population. For example, Black or African American households are prioritized for 11-18% of Orange County's CE system resources in 2021, and only account for 2% of the overall population in the area. These rates are marginally higher than the rate of Black households in the 2019 PIT count (11%). American Indian/Alaska Native households are prioritized for 3-5% of CE resources and only represent 0.46% of the overall population of Orange County. Finally, white households are prioritized for 66-75% of CE interventions and account for 62% of the overall population in the region.

In contrast, Hispanic/Latino households were prioritized for 23-30% of Coordinated Entry resources in 2021, yet this group represents 34% of the overall population of Orange County.

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This demographic group is underrepresented in Orange County's Coordinated Entry system. The 2019 PIT Count data also shows a higher percentage of Hispanic/Latino households (36%) may be experiencing homelessness in Orange County than we see represented in the CE system. Asian, Native Hawaiian/Other Pacific Islander, and households that identify as Other or Multiracial are also underrepresented in the CE system when compared to the demographics of the general population (these groups also have small overall raw numbers). The Coordinated Entry system data in Table 6 has low rates across the Client doesn't know/Client refused/Data not collected categories (0-5% across all interventions). This potentially speaks to a high level of data quality in terms of completeness of questions being answered on assessment/intake forms.

Among all households touching Orange County's Coordinated Entry system in 2021, 31% were prioritized for Other Permanent Housing; 29% received no housing intervention; 24% were prioritized for Permanent Supportive Housing (PSH); and 16% were prioritized for Rapid Rehousing. Out of all Black or African American households served in CE in 2021 (115 households) 21% were prioritized for PSH (24 households). Asian households and white households were prioritized for PSH at the highest rates (36% and 27% respectively), however it is important to note that the Asian demographic group represents a small population (only 22 Asian households were prioritized in CE in 2021). Native Hawaiian/Other Pacific Islanders were not represented among those being prioritized for PSH (0%), and they most often received no housing intervention (47% of the time). This is also a small population group (17 households). American Indian/Alaska Native households were prioritized for PSH at a rate of 17% (second lowest rate at which a population group received PSH). They received no housing intervention 39% of the time. Again, this is a relatively small population group (36 households). Hispanic/Latinx households were more likely to be prioritized for RRH (19%) than Non-Hispanic/Non-Latino households (15%). Non-Hispanic/Non-Latino households were more likely to be prioritized for Other Permanent Housing (33%) than Hispanic/Non-Latino households (28%). Native Hawaiian/Other Pacific Islander households and Black/African American households were being prioritized for Rapid Rehousing at higher rates than other demographic groups (24% and 23% respectively).

### Table 6.1

Overall, the number of families prioritized in Orange County's family Coordinated Entry system decreased notably across the three years in this dataset, serving 366 families in 2019, 332 families in 2020, and 296 families in 2021. When examining all families who received no housing intervention in Orange County's Coordinated Entry system from FY 2019-2021, the percentage of Black or African American families that received no housing intervention increased from 16% to 17%. When looking at the total group of families that were prioritized for Permanent Supportive Housing (PSH) during the same period of time, the percentage of Black or African American families decreased from 40% to 0%. In contrast, from 2019 to 2021, the proportion of white families that were prioritized for PSH (out of everyone who was connected to this housing resource) increased from 60% to 91%. In other words, in FY 2021 white families received 91% of all PSH resources that were distributed that year, and Black or African American families

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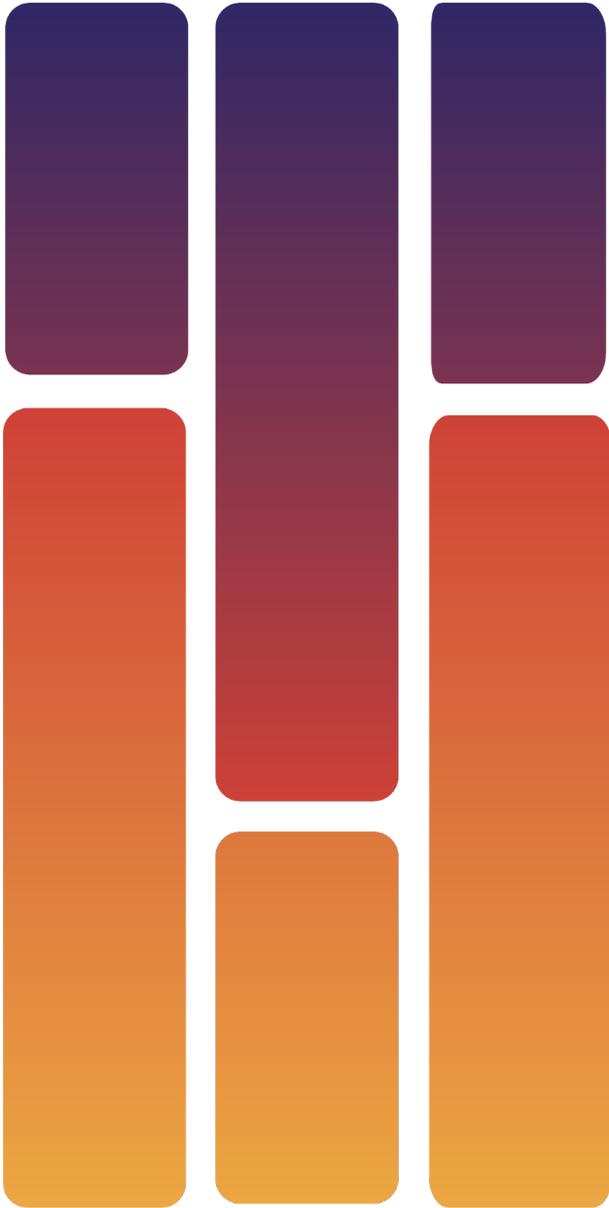
received 0% of PSH resources. Widening this lens to include other groups, only white families and Other or Multiracial families received PSH in 2021.

Overall, the majority of resources that were prioritized through Orange County's Coordinated Entry system was Rapid Rehousing (RRH) (between 51-56% of all resources across FY 2019, 2020, and 2021). In 2021, the majority of families being prioritized for RRH were Black or African American (16%) or white (74% of all RRH). When exploring the rates of RRH within racial and ethnic groups, as opposed to across groups, some groups have a consistent rate of RRH across the three years, and for others the rate varies. Among all white families that touched Coordinated Entry, the percentage of white folks receiving RRH was the same in FY 2019 (52%) and increased in FY 2020 to 57%. In comparison, when looking at all Asian families that were engaged with CE, 80% of Asian families in 2019 received RRH, 43% of Asian families received RRH in 2020, and 57% received RRH in 2021 (caveat: the raw numbers of Asian families in Coordinated Entry is very small). In 2021, Black or African American families and white families were each prioritized for RRH at identical rates of 52%.

### **Table 6 and Table 6.1 Opportunities**

There are opportunities to ask further questions and perform more inquiries into Orange County's Coordinated Entry (CE) system. For example, how long are households most impacted by homelessness spending in CE? Where and when are different groups referred to and enrolled in programs, and how long does this take? How long does it take for Black and Native/Indigenous households who are served by CE to move into permanent housing? Quantitative data should be supported and interrogated further by collecting qualitative datasets that are aimed at better understanding and improving the experiences of Black or African American and American Indian/Alaska Native households that move through CE, as these are the groups that are most disproportionately impacted by homelessness in Orange County.

There are also opportunities available to redesign the assessment and prioritization process to be more equitable, and to co-design all new processes with individuals with lived experience of homelessness. Orange County may consider building the capacity and infrastructure to form a group that can act as a vehicle for future and ongoing racial equity work, and having membership of that group represent a wide variety of stakeholders (including, in particular, individuals with racial/ethnic identities aligned with populations most impacted by homelessness and disparities in the homeless response system). Part of this work might begin by examining Orange County's assessment tool and performing a question-by-question analysis of assessment answers disaggregated by race and ethnicity, taking care to consider pre-COVID and "post"-COVID time periods. In addition, regularly collecting qualitative data about the experiences of Black, Brown, Indigenous and people of color will provide a direct and rich understanding of how the homeless response system in Orange County currently operates, and in what ways it should be changed.



# Orange County Qualitative Findings

*May 2022*

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The purpose of these listening sessions was to assess both progress to-date toward building an equity infrastructure and the current needs of the CoC to build sustainable equity strategies going forward.

C4 conducted two listening sessions: one with direct service providers and one with people with lived expertise, as well as three stakeholder interviews. Participants were racially and ethnically diverse. The provider listening session had five participants; the session with individuals with lived experience had seven participants. All participants with lived experience of homelessness were housed at the time of the listening session. Readers of this report should consider that these participants and stakeholders represent a small sample size of network providers and people who have utilized the homeless response system and should not overrepresent these findings in interpretation. Listening session participants agreed to be recorded, and two C4 staff were present to facilitate and take notes. Listening sessions and stakeholder interviews were conducted virtually and information was collected virtually and through the chat function. One C4 staff member was present for each of the stakeholder interviews. Two members of the C4 team analyzed all of the data in aggregate by identifying overarching themes, cross-referencing with each other, and synthesizing findings.

Findings are organized into the following categories:

1. Equity and Perception of Equity Across the System, which includes overarching perceptions, understanding, and comments regarding racial equity in the housing/homelessness system and the C4 team's read on readiness to discuss racial equity issues.
2. System Barriers to Equity and Services, which includes what's working and not working both within the housing/homelessness system and in adjacent systems.
3. Organizational Issues, Including Staff and Leadership, which includes observations on organizational issues such as policies, practices, or programs that may be contributing to inequities, as well as observations on staff, leadership, and workforce dynamics that may need improvement.

### **Equity and Perception of Equity Across the System**

Providers and stakeholders seemed to agree that the CoC Board and system leaders are making intentional efforts to acknowledge race equity as a priority. However, White supremacy ideology and characteristics are embedded within the culture and often the decision-making bodies move fast to get things done without an inclusive process. At the time of our collection of qualitative data, according to participants we spoke with, the Lived Experience Advisory Committee did not go through a formal onboarding process, expectations were not made clear, there was no compensation, and their input was not leading to transformative change. There was one Board member with lived experience. Decision-making power is not shared with frontline staff or partners with lived experience. Their input is not integrated into system planning.

Others voiced that the system is reactive rather than proactive and poorly organized. Program participants are not given information that leads to transparency and connecting to the appropriate resources is very difficult.

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For people with lived expertise, equity issues are related to discrimination (by private landlords, child welfare, and the police in particular) against folks experiencing homelessness, individuals with criminal justice or eviction histories or children. Some expressed that they experienced racial discrimination from frontline staff and that the way they are treated can be retraumatizing. One person provided an example that the shelter staff would watch them constantly due to assumptions that they were stealing.

***“I was discriminated against in the homeless system. There wasn’t a lot of specific resources, and I was excluded because of barriers they thought about (legal issues/incarceration). They didn’t see my need for help because I didn’t fit their view of homelessness. If you don’t have a “serious” mental health issue, you don’t get services.”***

When asked about equity, providers agreed that clients face discrimination from landlords and more landlord incentives are needed. Providers noted the link between income and race and recognized that the lack of affordable housing perpetuates racial inequities. There was an acknowledgement that the current assessment and prioritization tool and decision-making processes can perpetuate racial inequities.

Documentation (related to citizenship) and lack of materials in non-English languages and general language barriers were also cited as a barrier to equity.

### **System Barriers to Equity & Services**

People with lived expertise expressed that access to services and housing resources is difficult, and when people are able to access the system, it is disorganized. People are not given an orientation to the system/policies or educated about supports or available resources. There is a lack of follow up after the coordinated entry appointment and no clarity provided around next steps or who to reach out to with questions or updated information. Participants had mixed feelings about programs and services: participants recognized and valued the support they have received while articulating areas for improvement in service access and system barriers. Some participants cited experiences with services that were transformational in rebuilding their life, while maintaining that navigation of services remains difficult due to general bureaucracy related to wait time, and the difficult and lengthy processes required to access basic support services, and lack of information about next steps.

For people with lived expertise, barriers to housing and service access included landlord discrimination, eviction histories, credit, criminal justice history, having children (including occupancy policies), and lack of quality, affordable housing.

Participants with lived expertise articulated additional major system issues, including poor system level collaboration and communication across agencies and limited knowledge and communication of available services. Additionally, specific recommended improvements included places where people could meet basic needs immediately (access to bus passes, drop-in centers, restrooms, places to shower), shelter and housing programs that help individuals

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build community (e.g., connect with other program participants, jobs, engaging with activities in their neighborhoods, etc.), and understanding or treating the whole person, with customized services for everyone's specific needs. They also expressed that there needs to be more advocacy to address zoning issues that keep affordable housing out of certain neighborhoods. Providers agreed that lack of affordable housing makes it hard to prioritize client choice.

Provider respondents could readily state which programs, policies, and processes are working well, including new, more streamlined processes under COVID, more access points, better outreach, and warm handoffs.

Providers cited stigmatization of homelessness as a major barrier (one individual called it the "paper over people approach"). Landlords act on biases/assumptions related to credit history, criminal background checks, and family composition. They also stated that some homeless services providers have a "people get what they get" attitude with no standardization or monitoring of service quality. Providers stated that a better assessment and prioritization process is needed, more landlord engagement strategies and incentive programs, and better communication across agencies and systems to support program participants. There are language and cultural barriers that perpetuate distrust in the system. Additionally, providers recommended supporting clients in ways that help them to thrive rather than survive.

### **Organizational Issues, Including Staff and Leadership**

For people with lived expertise, observations on staff and staff interactions were mixed. Participants recognized positive interactions with dedicated workers who were knowledgeable and supportive and named specific organizations such as the Mental Health Association, Mercy House, and United Way. They valued staff who shared status updates with them, even when they had to "constantly bug people." Participants cited a need for systems to communicate and collaborate. They stated that the time when people are waiting for housing is a critical time to connect them with services, benefits, and community resources.

A major organizational issue identified by people with lived expertise is program eligibility criteria that can often create barriers. Required presence of serious mental health issues excludes many people from receiving support. Additionally, participants suggested a need for more prevention programs and better access to the programs that do exist so people can get support before they are in complete crisis. They also expressed a need for more navigation services to help people make successful connections to other resources in the community.

Providers reported that staff experience high rates of burnout and a lack of support. Retention strategies should include more training, especially in mental health and equity and bias, so that staff can serve clients with confidence, and define clear professional pathways for growth and leadership advancement.

The majority of providers agreed representation of Black, Indigenous, and People of Color at the staff and leadership levels needed to be improved, including diversification that supports better access for households who do not speak English as their primary language.

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Providers recommended improvements for the inclusivity of partners with lived experience and frontline staff in decision making. They also suggested that leadership conduct focus groups to listen to the needs of staff.

### **Recommendations**

As the Results Academy Team moves forward with making meaning of this data, these high-level focus areas will be translated to prioritized strategies and actionable next steps. Additional recommendations were included in the presentation of findings.

- Redesign the assessment and prioritization process to be more equitable
- Build staff capacity and provide additional trainings on anti-racism, implicit bias, LGBTQ+ allyship, and cultural humility
- Develop a plan for integrating diverse partners with lived experience into decision-making processes. Ensure authentic engagement including compensation and support as needed.
- Create culturally responsive, client-centered services and process (including clear, accessible messaging, information on available services, and better coordination)
- Landlord engagement to mitigate bias and develop more affordable housing opportunities
- The Board can actively participate in policy revisions, training and strategic planning, and create a more inclusive membership. Examine practices that are rooted in racism and White supremacy ideology and ensure shared accountability.
- Prioritize the use of qualitative data in strategic planning to address inequities