

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
MEETING  
Wednesday, April 26, 2023  
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

Nichole Gideon, Individual  
Elida Sanchez, OC Department of Education  
Eric Richardson, Volunteers of America  
Nishtha Mohendra, Families Forward  
Judson Brown, City of Santa Ana  
Maricela Rios-Faust, Human Options  
Dr. Shauntina Sorrells, Orangewood Foundation  
[Secretary]  
Christina Weckerly Ramirez, Health Care Agency  
Jason Phillips, Individual

Kelly Bruno-Nelson, CalOptima Health  
Dawn Price, Friendship Shelter [Chair]  
George Searcy, Jamboree Housing  
Sandra Lozeau, City of Anaheim  
Melanie McQueen, PATH  
Robert “Santa Bob” Morse, Individual  
Ami Rowland, Covenant House California  
Becks Heyhoe, OC United Way [Vice Chair]  
Tim Shaw, Individual

\* 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@ocgov.com](mailto:CareCoordination@ocgov.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** – Dawn Price, Chair

**Board Member Roll Call** – Dr. Shauntina Sorrells, 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.

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@ocgov.com](mailto:CareCoordination@ocgov.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.

**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 March 22, 2023**
2. **Agencies and Jurisdictions Approved for Homeless Management Information System Access**
  - a. Receive and file list of agencies and jurisdictions approved for HMIS access from January 21, 2023, through April 21, 2023.

### **BUSINESS CALENDAR**

1. **CoC Racial Equity Dashboard** – Erin DeRycke, Vice President, Data Analytics, 2-1-1 Orange County and Felicia Boehringer, CoC Administrator, Office of Care Coordination
  - a. Approve CoC Racial Equity Dashboard as recommended by the Policy, Procedures and Standards Committee and Results Academy Team members.
2. **Homeless Management Information System (HMIS) Data Requests** – Traci Shirachi, CEO, The Mark USA, Erin DeRycke, Vice President, Data Analytics, 2-1-1 Orange County and Sarah Jones, CoC Manager, Office of Care Coordination
  - a. Update from The Mark USA on results of HMIS data accessed 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.
  - b. Approve The Mark USA HMIS data request for the period of July 1, 2022, to April 30, 2023, to assist in ongoing evaluation of the family homeless response system on a system-level and family-level outcomes.
  - c. Approve Abt Associates HMIS data request for the period of October 1, 2019, to May 31, 2023, to assist in the development and testing revisions to the Eva Systems Dashboards, use in the demonstration of Eva, develop and test revisions of Longitudinal Systems Analysis (LSA) Export Specification, and demonstrate functionality of Stella P.
3. **Behavioral Health Bridge Housing (BHBH) Funding Opportunity** – Veronica Kelly, Director, Mental Health & Recovery Services, OC Health Care Agency
  - a. Overview of BHBH funding opportunity.
4. **CoC Committee Updates** – CoC Committee Chairs
  - a. Policies, Procedures and Standards Committee – Becks Heyhoe, Chair
  - b. Coordinated Entry System Committee – Christina Weckerly-Ramirez, Chair

- c. Housing Opportunities Committee – Judson Brown, Chair
  - d. Service Provider Forum – Nishtha Mohendra, Chair
  - e. Lived Experience Advisory Committee – Nichole Gideon, Chair
  - f. Transitional Age Youth Collaborative Committee – Dr. Shauntina Sorrells, Chair
  - g. Veterans Committee – Eric Richardson, Chair
5. **FY2022 Longitudinal Systems Analysis Report** – Erin DeRycke, Vice President, Data Analytics, 2-1-1 Orange County
- a. Presentation on the FY2022 Longitudinal Systems Analysis Report submitted to the U.S. Department of Housing and Urban Development.
6. **Orange County Homelessness Updates** – Zulima Lundy, Director of Operations, and Sarah Jones, CoC Manager, Office of Care Coordination
- a. System of Care Update
  - b. Continuum of Care Update
7. **Next Meeting:** Wednesday, May 24, 2023, from 2:00 p.m. – 4:00 p.m.

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
MEETING  
Wednesday, March 22, 2023  
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

Nichole Gideon, Individual  
Elida Sanchez, OC Department of Education  
Eric Richardson, Volunteers of America  
Nishtha Mohendra, Families Forward  
Judson Brown, City of Santa Ana  
Maricela Rios-Faust, Human Options  
Dr. Shauntina Sorrells, Orangewood Foundation  
[Secretary]  
Christina Weckerly Ramirez, Health Care Agency  
Jason Phillips, Individual

Kelly Bruno-Nelson, CalOptima Health  
Dawn Price, Friendship Shelter [Chair]  
George Searcy, Jamboree Housing  
Sandra Lozeau, City of Anaheim  
Melanie McQueen, PATH  
Robert “Santa Bob” Morse, Individual  
Ami Rowland, Covenant House California  
Becks Heyhoe, OC United Way [Vice Chair]  
Tim Shaw, Individual

\* 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@ocgov.com](mailto:CareCoordination@ocgov.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** – Dawn Price, Chair

Chair Dawn Price called the meeting to order at 2:04 p.m.

**Board Member Roll Call** – Dr. Shauntina Sorrells, Secretary

Present: Nichole Gideon, Elida Sanchez, Eric Richardson, Nishtha Mohendra, Judson Brown, Maricela Rios-Faust, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Dawn Price, George Searcy, Melanie McQueen, and Robert “Santa Bob” Morse

Absent Excused: Jason Phillips, Kelly Bruno-Nelson, Sandra Lozeau, Ami Rowland, Becks Heyhoe, and Tim Shaw

**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@ocgov.com](mailto:CareCoordination@ocgov.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.

- Dr. Adela Cruz with McKinney-Vento and Foster Youth Programs of Anaheim Union High School District recommended improvements to the Coordinated Entry System process because many families are waiting for services and in crisis mode looking to get the help they need. Dr. Adela Cruz stated that there are some agencies that are stepping forward but there is a need for improvement in collaboration. Dr. Adela Cruz is willing to serve on a committee to help create solutions for the improvement of the Coordinated Entry System. This public comment was submitted via email in advance of the CoC Board Meeting.
- Roland Perez with Westminster Police Department stated he wanted to address two (2) concerns. The first concern is the lack of access to Homeless Management Information System (HMIS) for law enforcement, noting they only access to data entry. The second concern is relating to the Bed Reservation System implementation, prior to the Bed Reservation System the Homeless Liaison Officers (HLOs) were able to refer people to shelter beds; however, they no longer have that ability. Roland Perez shared that the HLOs are advocates for people experiencing homelessness and would like to provide a collaborative solution. Roland Perez requested that the CoC Board allow HLOs access to the Bed Reservation System and are requesting a collaborative solution.
- Jessica Martinez with Westminster Police Department shared experience that prior to the implementation of the Bed Reservation System, she was able to reserve shelter beds. Jessica Martinez emphasized the need to work collaboratively to assist people experiencing homelessness and stated that the new Bed Reservation System hurts those who are experiencing homelessness.
- Sergeant Juan Montiel with Santa Ana Police Department provided background on his expertise working in homeless services. Sergeant Juan Montiel emphasized the need to allow shelter access immediately and not when Coordinated Entry System Prioritization is met because individuals are being left on the streets. Sergeant Juan Montiel is asking the CoC Board to consider a process similar to Carnegie Hall, an emergency shelter in Santa Ana.

**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.

- During the introduction of the Public Comments, Chair Dawn Price asked the Office of Care Coordination to schedule a coordination meeting with law enforcement to address concerns.
- Elida Sanchez shared that the McKinney-Vento Liaisons were surveyed and the survey identified three findings. The first finding was that families are in crisis mode and there is a delay in services being provided. Families are informed that there is a waitlist and families should expect to receive a call when an opportunity becomes available. The second finding is that McKinney-Vento Liaisons are interested in protocols and would like to know if they are standard across all access points. The third finding is

that 18 percent of McKinney-Vento Liaisons are requesting shelter for unaccompanied youth that are in high school.

- Melanie McQueen acknowledged the public comments from colleagues. Since PATH is the operator for Yale Navigation Center, Melanie McQueen would like to be included in the collaborative meeting to ensure that there is timely access for shelter beds for all vulnerable populations.
- Maricela Fios-Faust noted that these conversations call for a regular review of policies and urge to get those reviews scheduled.
- Robert “Santa Bob” Morse shared that he attended the first Veterans Committee and was impressed by the people in the room. Robert “Santa Bob” Morse stated that if there is a request to have the Veterans Committee meeting for more than an hour, the request should be fulfilled. Robert “Santa Bob” Morse expressed gratitude to Secretary Dr. Shauntina Sorrells as well.

### **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 February 22, 2023**

Maricela Fios-Faust motioned to approve the item on the Consent Calendar. Eric Richardson seconded the motion. The motion passed with unanimous consent.

### **BUSINESS CALENDAR**

#### **1. FY 2023 CoC Program Notice of Funding Opportunity (NOFO) – Sarah Jones, CoC Manager, Office of Care Coordination**

Each year, the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Opportunity (NOFO) that allows CoCs nationwide to apply for competitive funding. The upcoming Fiscal Year (FY) 2023 CoC Program NOFO is anticipated to be released by HUD in Spring 2023. In preparation for the release of the FY 2023 CoC Program NOFO, the Office of Care Coordination as the Collaborative Applicant for the Orange County CoC is seeking approval from the CoC Board to appoint the recommended FY 2023 CoC NOFO Ad Hoc.

#### **CoC Board Member Comment:**

- Eric Richardson inquired if the membership of the FY 2023 CoC NOFO Ad Hoc was discussed prior to recruitment. Chair Dawn Price explained that Ad Hoc membership was discussed and approved by CoC Board Leadership.

**Recommended Action A:** Appoint Larry Smith, Nadia Atalah, Jason Phillips, Kelly Bruno-Nelson and Elida Sanchez to the FY 2023 CoC NOFO Ad Hoc.

**Recommended Action B:** Appoint Sandra Lozeau as an alternate member to the FY 2023 CoC NOFO Ad Hoc to participate should an appointed member be conflicted or unable to continue as an ad hoc member.

George Searcy motioned to approve the recommended actions. Robert “Santa Bob” Morse seconded the motion. Motion passed unanimously.

#### **2. Orange County Homeless Management Information System Data Quality Plan – Erin DeRycke, Vice President, Data Analytics, 2-1-1 Orange County, and Becks Heyhoe, Vice Chair and Chair of the Policy, Procedures and Standards Committee.**

2-1-1 Orange County (211OC) as the Homeless Management Information System (HMIS) Lead for the Orange County CoC, has developed the Orange County HMIS Data Quality Plan (Data Quality Plan) for all agencies participating in the OC HMIS. At the February 22, 2023, meeting of the CoC Board, the Data Quality Plan was reviewed and discussed in depth. The CoC Board membership motioned to delay voting on the recommended action and requested further analysis. Further analysis was completed on the proposed incentives, enforcements, data quality thresholds and the improvement plan process for agencies with data quality concerns. The Data Quality Plan returned to the CoC Board membership for approval with modifications to the Data Quality Plan enforcements section, incorporating feedback received during the February 22, 2023, meeting of the CoC Board.

Recommended Action A: Approve the recommended Orange County HMIS as recommended by the Policy, Procedures and Standards Committee.

Robert “Santa Bob” Morse motioned to approve the recommended action. Nishtha Mohendra seconded the motion. Nichole Gideon, Elida Sanchez, Eric Richardson, Nishtha Mohendra, Judson Brown, Maricela Rios-Faust, Christina Weckerly-Ramirez, Dawn Price, George Searcy, Melanie McQueen, and Robert “Santa Bob” Morse voted yes. Dr. Shauntina Sorrells voted no. Motion passed.

CoC Board Member Comments:

- Christina Weckerly Ramirez asked a clarifying question regarding data quality. Christina Weckerly-Ramirez requested additional information about the reinforcement of agencies losing HMIS access.
- Maricela Rios-Faust inquired if full Social Security Number is a federal standard or a local standard for data quality.
- Eric Richardson asked how the data quality plan will be considered and incorporated in the CoC NOFO process.
- Secretary Dr. Shauntina Sorrells requested information on the capacity to provide technical assistance. Secretary Dr. Shauntina Sorrells noted that nine (9) of the youth projects have data quality issues and shared concerns that data for youth is already limited.
- Chair Dawn Price noted that there have also been circumstances where technical assistance is offered but not accepted; therefore, since there is a need for data quality improvement and the data quality plan adds reinforcement.
- Nishtha Mohendra commended the staff and 211OC for going above and beyond in the analysis that was presented.

**3. CalOptima Health Housing and Homelessness Incentive Program Update** – Sarah Nance, Senior Project Manager, CalOptima Health

The Department of Health Care Services (DHCS) established the Housing and Homelessness Incentive Program (HHIP) that runs from January 1, 2022, to March 31, 2024. HHIP aims to improve health outcomes and access to whole person care services by addressing housing insecurity and instability as a social determinant of health for the Medi-Cal population. To date, \$12.4 million in incentives have been earned through HHIP (\$4.1 million with the submission of the Local Homelessness Plan in June 2022 and \$8.3 million for the submission of the Investment Plan). In December 2022, the CalOptima Health’s Board of Directors approved an investment in its partnership with the County of Orange’s Office of Care Coordination, as the administrative entity and collaborative applicant for the CoC Board, to fund critical activities. The grant will be awarded to County of Orange’s Office of Care Coordination as the administrative entity and collaborative applicant for the Orange County CoC with a total award of \$2.2 million.

4. **Orange County Homelessness Updates** – Zulima Lundy, Director of Operations, and Sarah Jones, CoC Manager, Office of Care Coordination

a. **System of Care Updates** – Zulima Lundy provided the following System of Care Updates:

- The Office of Care Coordination is currently recruiting to fill two (2) Care Coordination Staff Specialist – Extra Help positions to support with special projects and initiatives being led by the Office of Care Coordination. If there is interest in the employment opportunity, resumes must be submitted by Friday, March 24, 2023.
- On February 22, 2023, Governor Newsom announced the availability of \$907 million in grant funding for county behavioral health agencies (BHA) under the initial round of the Behavioral Health Bridge Housing (BHBH) program. The BHBH program funding is intended to address the immediate housing and treatment needs of people experiencing homelessness and serious behavioral health conditions, including mental illness and substance use disorders. The County of Orange is eligible to apply through the Health Care Agency, Mental Health, and Recovery Services as the BHA.
- The Orange County Cold Weather Emergency Shelter is open and provides shelter for individuals experiencing homelessness at the Independence Park Gymnasium in partnership with the City of Fullerton and PATH. The Cold Weather Emergency Shelter will be closing March 31, 2023.
- The County Procurement Office is hosting an annual Vendor Outreach Day to provide interested vendors and service providers knowledge on County of Orange procurement and contracting processes. The event will be held on May 11, 2023, from 10:00 a.m. – 2:00 p.m. at Mile Square Park, Freedom Hall. Reservation for the event is required and can be completed on Eventbrite: <https://www.eventbrite.com/e/vendor-outreach-event-registration-576562151917>

b. **Continuum of Care Updates** – Sarah Jones provided the following Continuum of Care Updates:

- Request for Proposals (RFP) for Financial Incentives and Professional Support Services for People with Lived Experience of Homelessness: The County of Orange's Office of Care Coordination is seeking proposals from organizations to provide Financial Incentives and Professional Support Services for People with Lived Experience of Homelessness. The primary goal of this RFP is to identify proposer(s) to coordinate the provision of financial incentives for persons with current or past lived experience of homelessness who are partnering with the Office of Care Coordination and/or the Orange County Continuum of Care (CoC) as members of the CoC Board, Lived Experience Advisory Committee, Youth Action Board, and other relevant initiatives. For more information, visit the following link: [Financial Incentives and Professional Support Services for People with Lived Experience of Homelessness](#)
- HUD's Homelessness Data Exchange (HDX) web portal opened March 15, 2023, for CoCs to submit their 2023 Housing Inventory Count (HIC) and data. The deadline for CoCs to submit HIC data via the HDX is Friday, April 28, 2023, at 5:00 p.m. Pacific Standard Time (PST).

CoC Board Member Comments:

- George Searcy noted that the deadline for the BHBH application is at the end of next month and inquired if the Office of Care Coordination is engaged with the Health Care Agency for the BHBH application.
- Christina Weckerly-Ramirez shared that the Health Care Agency is current ongoing conversations on how to use that funding and if George Searcy or other community stakeholders are interested in joining the working group, she can be contacted via email to facilitate that engagement. Christina Weckerly-

Ramirez stated that the Health Care Agency is encouraging innovative ideas given the short period of time.

George Searcy motioned to adjourn the meeting. Robert "Santa Bob" Morse seconded the motion. The motion passed with unanimous consent. The meeting adjourned at 3:04 p.m.

**5. Next Meeting:** Wednesday, April 26, 2023, from 2:00 p.m. – 4:00 p.m.

**Date:** April 26, 2023

**Subject:** Agencies and Jurisdictions Approved for Homeless Management Information System (HMIS) Access

**Recommended Action:**

- a. Receive and file list of agencies and jurisdictions approved for HMIS access from January 21, 2023, through April 21, 2023.

**Background and Analysis**

On June 23, 2021, the Orange County Continuum of Care (CoC) Board approved the recommendation to appoint membership to the HMIS Access Working Group to support the implementation of the updated HMIS Access and Minimum Participation policy. The HMIS Access Working Group meets monthly with 2-1-1 Orange County (211OC), HMIS Lead, and the Office of Care Coordination, Collaborative Applicant of the CoC, to review HMIS Access Applications and has continued to refine the process for facilitating equitable review of applications received.

At the May 25, 2022, meeting of the CoC Board, the CoC Board membership requested that the agencies and jurisdictions approved for HMIS access be reported to the CoC Board on a recurring basis. The following agencies and jurisdictions have been approved for HMIS access by the HMIS Access Working Group for the period of January 21, 2023, through April 21, 2023:

- AltaMed
- City of Buena Park
- Healthcare in Action
- HUB Resource Center
- JMH – Anaheim Foundation Inc.
- Leading Purpose
- Titanium Healthcare

The Office of Care Coordination, in partnership with 211OC and the HMIS Access Working Group, will continue providing quarterly updates to the CoC Board to report on new agencies approved for HMIS access.

**Date:** April 26, 2023

**Subject:** Continuum of Care (CoC) Racial Equity Dashboard

**Recommended Action:**

- a. Approve CoC Racial Equity Dashboard as recommended by the Policy, Procedures and Standards Committee and Results Academy Team members.

**Background and Analysis**

The Orange County Continuum of Care (CoC) work with C4 Innovations on the Racial Equity Framework identified the need for additional data tools to assist the CoC with ongoing evaluation. 2-1-1 Orange County (211OC) as the Homeless Management Information System (HMIS) Lead for the Orange County CoC, started the development of the Racial Equity Dashboard in June 2022, by receiving feedback from the Data and Performance Management Committee on the purpose of the dashboard, what data should be included on the dashboard, and how frequently the dashboard should be published. The discussions resulted in the development of an Agency Racial Equity Dashboard, as well as a CoC Racial Equity Dashboard which were also presented and shared with the Policy, Procedures, and Standards (PPS) Committee, C4 Innovations, and the Results Academy Team members to review and feedback.

The Agency Racial Equity Dashboard is available in HMIS. This dashboard allows agencies to review their own data through a racial equity lens. The data points included on the Agency Racial Equity Dashboard and the CoC Racial Equity Dashboard are very similar; however, the agency dashboard only includes data specific to the agency, while the CoC dashboard includes all data in HMIS.

The CoC Racial Equity Dashboard (Attachment A) compares the racial and ethnic populations in HMIS to the most recent Point In Time (PIT), as well as the population of Orange County. This allows users to determine if specific populations are over or underrepresented in the homeless service system. The CoC Racial Equity Dashboard will also allow users to determine if certain groups have more or less representation in specific sub-populations, like people experiencing Chronic Homelessness, Veterans, Transitional Aged Youth (TAY), Seniors, and household types. This data is also available to be reviewed over time. Users can utilize the CoC Racial Equity Dashboard to determine if there is a significant difference in how different racial and ethnic groups are being served in the homeless service system. Once the dashboard has been approved by the CoC Board, it will be published on the Orange County HMIS website on a quarterly basis. The dashboard includes performance data for:

- Successful Referrals from Coordinated Entry System (CES)
- Referrals Denied by Housing Provider
- Days to Permanent Housing Placement
- Exits to Permanent Housing, Returns to Homelessness, and
- Days between CES Match and Enrollment.

The following feedback was received from the Data and Performance Management Committee during the development of the Racial Equity Dashboards.

- The Racial Equity Dashboard should be used as an educational tool.
- The dashboard should include a comparison of active clients in HMIS, the most recent PIT, and the population of Orange County. The dashboard should also review racial and ethnic groups by sub-populations.
- The performance measures that should be reviewed by racial and ethnic groups are Successful Referrals from CES, Referrals Denied by Housing Provider, Days to permanent Housing Placement, Exits to Permanent Housing, Returns to Homelessness, and Days between CES Match and Enrollment.
- Agencies are hesitant to include racial equity in the Project Performance Reports because there can be factors impacting performance for certain groups that are outside of the agency's control.
- Many Hispanic clients do not identify with any race options that are available in HMIS. Race and Ethnicity responses should be combined into one field.
- Some users suggested the performance data should look at one racial or ethnic group compared to the performance score of all other combined groups.
- The agencies felt it would be helpful to have a dashboard that agencies could pull in HMIS to review their own data, as well as a dashboard to review the CoC as a whole.

The following feedback was received from C4 Innovations regarding the CoC Racial Equity Dashboard.

- Change the name of the dashboard from Racial Inequity to Racial Equity. Details are critical to understanding the nuances of the data, so descriptions of measures should be available.
- A working group should be developed to create thresholds specific to racial equity. This working group should meet regularly to review the dashboard.
- C4 Innovations felt that it was more important to be able to see performance data for multiple racial and ethnic groups at one time, rather than being able to compare performance of a specific group to the combined score of all other groups.
- The dashboard should include performance trends over time.

The CoC Racial Equity Dashboard was presented to the PPS Committee membership on Tuesday, November 8, 2022. The following feedback was received from the PPS Committee membership regarding the CoC Racial Equity Dashboard.

- The dashboard should be updated to include descriptions to help the public understand the data that is included. The Results Academy Team should support this work.
- The dashboard should include information regarding the nuances that can impact the performance data.

The PPS Committee took action to recommend that the CoC Racial Equity Data Dashboard for review and be presented to the CoC Board for approval, with understanding that the document will be improved upon for the chart labels and descriptors to make it more user friendly.

The CoC Racial Equity Dashboard was reviewed by the Results Academy Team members for feedback and additional recommended revisions during the period of March 23, 2023, to April 9, 2023.

The following feedback was received from the Results Academy Team regarding the CoC Racial Equity Dashboard.

- The group stressed the importance of including sample sizes on the dashboard as much as possible to provide context for data that is potentially impacted by small sample sizes.
- Simplify the Destination chart to only include clients that are exiting to permanent housing.
- Include more context for the performance measures. For example, what are common reasons a Housing Provider may deny a CES referral?
- The dashboard should be formatted in a way that is easily printed.
- Simplify the descriptions as much as possible to remove any unnecessary verbiage.

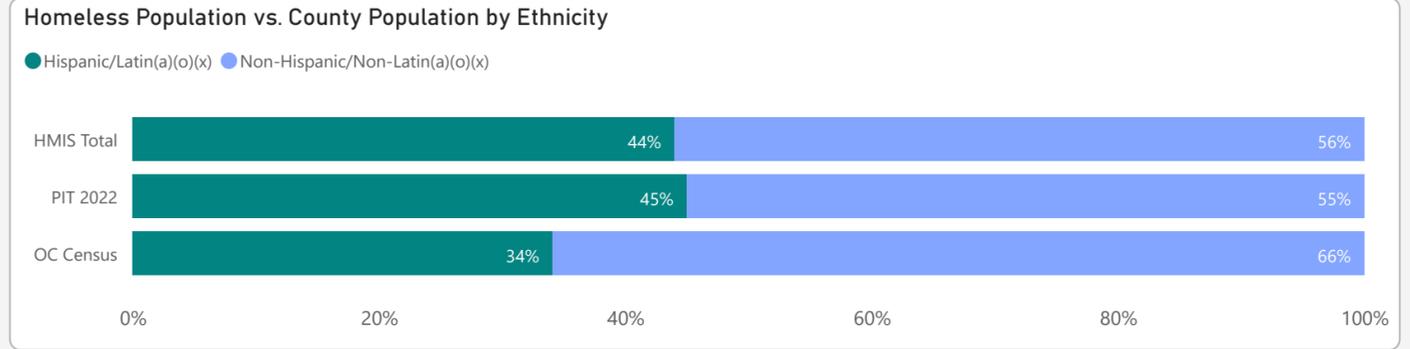
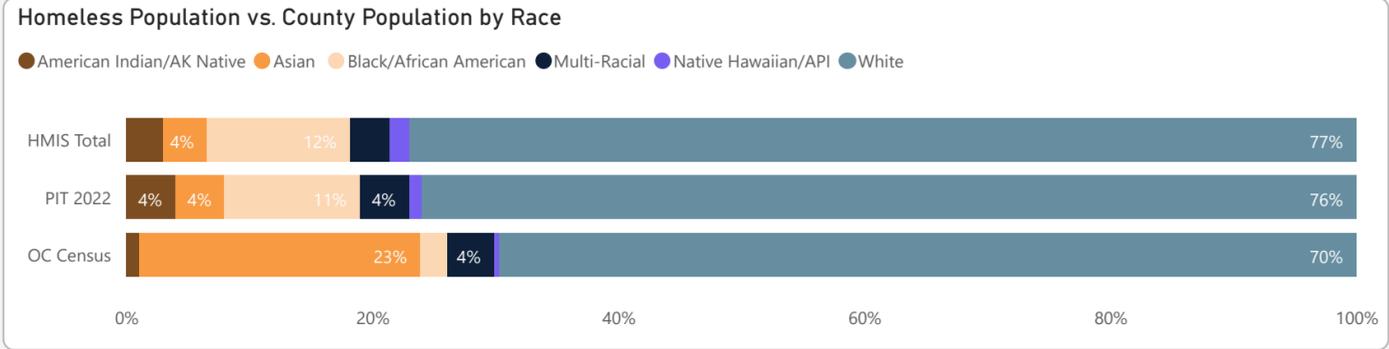
Approval of the CoC Racial Equity Dashboard will assist the Orange County CoC with ongoing evaluation of the homeless service system, specifically identifying disparities in how different racial or ethnic groups are being served.

### **Attachments**

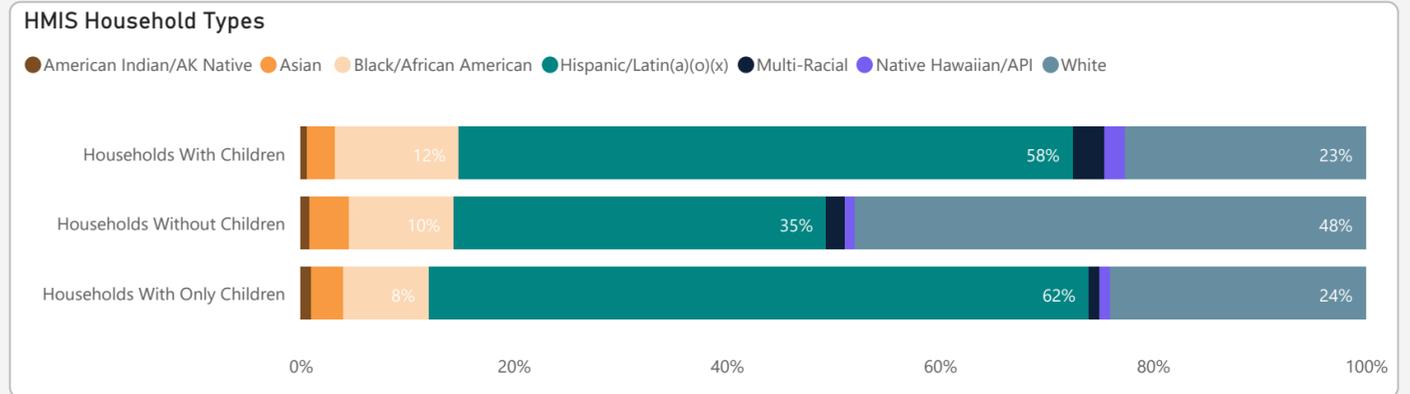
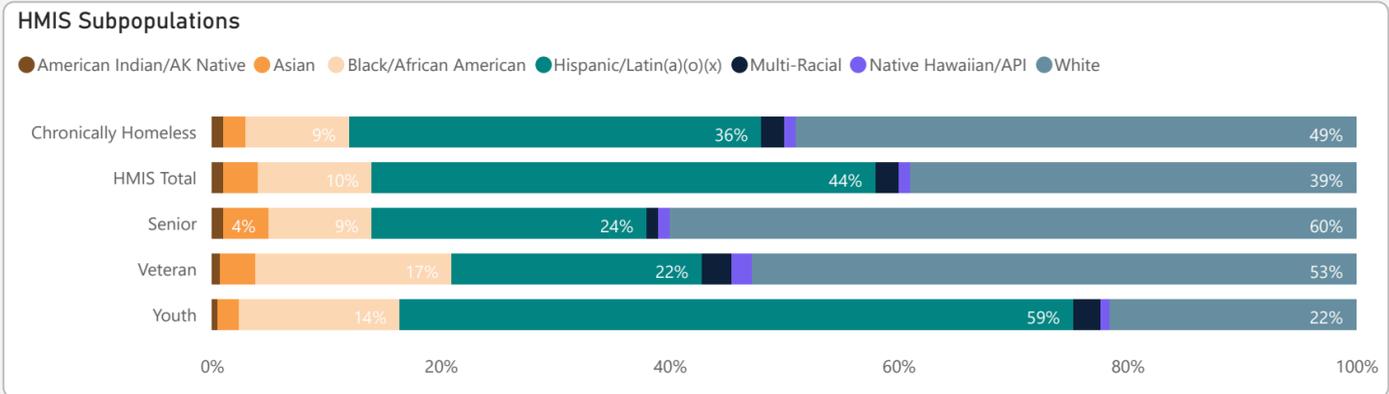
Attachment A – CoC Racial Equity Dashboard

# Orange County Continuum of Care: Racial Equity Q1 01/01/23 - 03/31/23

These graphs compare data from the OC HMIS to the most recently completed OC PIT and the OC Census. If the proportion of clients in HMIS or on the PIT is less than the OC Census, the population is underrepresented in the homeless population. If the proportion of clients in HMIS or on the PIT is greater than the OC Census, the population is overrepresented in the homeless population.



These graphs include clients participating in HMIS, and can be used to determine if specific racial or ethnic groups are over or under represented in specific populations. Hispanic/Latin(a)(o)(x) can represent clients from any racial groups. Clients that identify as Hispanic/Latin(a)(o)(x) will be counted under that ethnic group regardless of race.



## Glossary

**HMIS** (Homeless Management Information System): Software used to track client enrollments in projects that serve homeless and at-risk of homelessness clients in Orange County.

**PIT** (Point in Time Count): An unduplicated count on a single night during the last ten days of January of the people in Orange County who are experiencing either sheltered or unsheltered homelessness.

**OC Census:** A process overseen by the government to collect information about people living in areas across the county, including Orange County. The data collected impacts the design and implementation of policies and laws including housing, transportation, health, and other areas.

**Chronically Homeless:** A client or household must meet all criteria in any one of bullet points below to be considered chronically homeless.

- A homeless individual with a disability who lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, and has been homeless and living as described for at least 12 months continuously.
- A homeless individual with a disability who lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, and has been homeless and living as described on at least 4 separate occasions in the last 3 years. In this case, the combined occasions of homelessness must equal at least 12 months, and each break in homelessness between occasions is at least 7 consecutive nights of not living as described.
- An individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in the first or second bullet before entering that facility.
- A family is considered chronically homeless if the head of household meets all criteria in any one of the bullets above, including a family whose composition has changed while the head of household has been homeless.

**Senior:** A client 62 years old or older at Project Start.

**Veterans:** A client that identifies as having served active duty in the United States armed forces. Veteran status is not dependent on the client's discharge status from the military.

**Youth:** A household where all participants are under the age of 25.

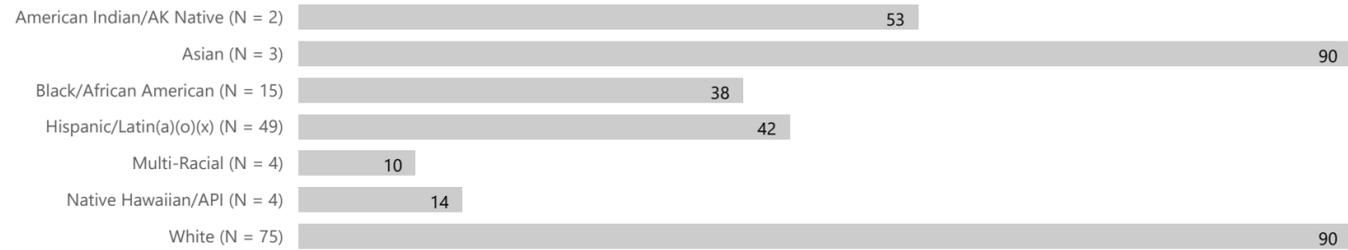
### Household Types

- Households without Children: All participants in the household are at least 18 years old
- Households with Children: At least one participant in the household is at least 18 years old and at least one participant in the household is under 18 years old
- Households with only Children: All participants in the household are under 18 years old

These charts show how successfully clients of different racial and ethnic backgrounds are being served in the OC homeless system. An equitable system means clients of different racial and ethnic groups will perform similarly on each measure. However, it is critical to review the N for each group, which is the number of clients included in the measure. Groups with a small N may have disproportionately high or low performance on a measure because each individual's results related to that measure have a large impact on the overall score for the group.

Hispanic/Latin(a)(o)(x) can represent clients from any racial groups. Clients that identify as Hispanic/Latin(a)(o)(x) will be counted under that ethnic group regardless of race.

### Days between CES Match and Acceptance



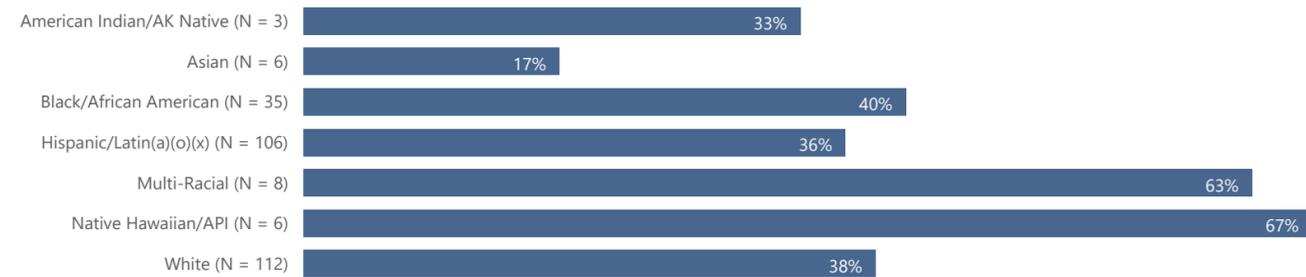
This measure is determining the average number of days it takes a household to be enrolled in a housing project once they have been matched through the Coordinated Entry System (CES). Households are not automatically enrolled once they are matched because the Housing Provider needs to confirm that the household meets the eligibility criteria for their project.

### Days to Permanent Housing Placement



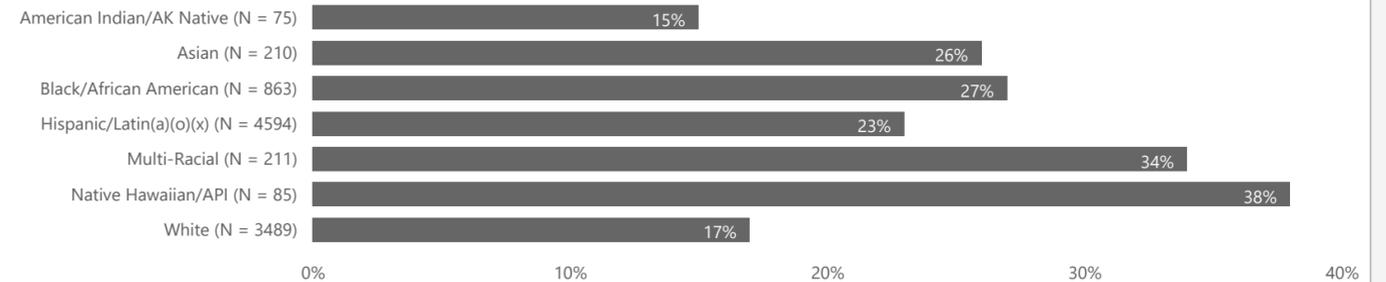
This measure is determining the average number of days it takes a household to be placed in a permanent housing unit after being enrolled in a permanent housing project. Households may not be immediately placed in a permanent housing unit when they are enrolled in the project because most permanent housing projects are tenant-based, meaning that the Housing Provider has to work with the household to find a unit somewhere in Orange County.

### Successful CES Referrals



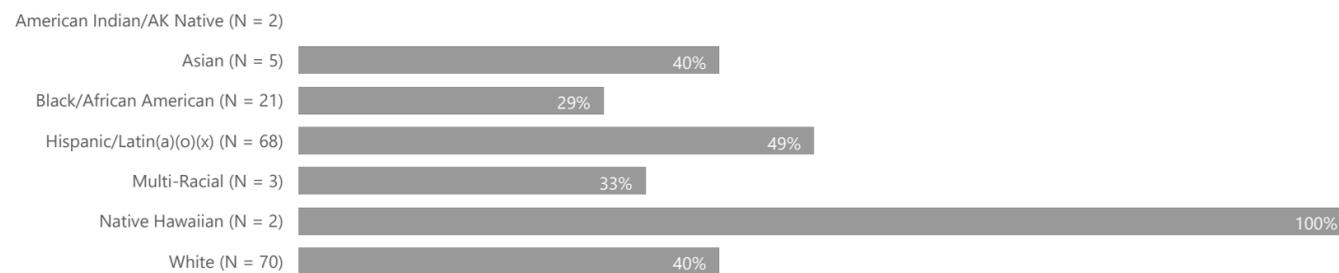
This measure is determining the percentage of clients that exit to permanent housing situations. This measure is critical to understand how effectively Orange County is ending homelessness for the clients being served.

### Permanent Housing Exits



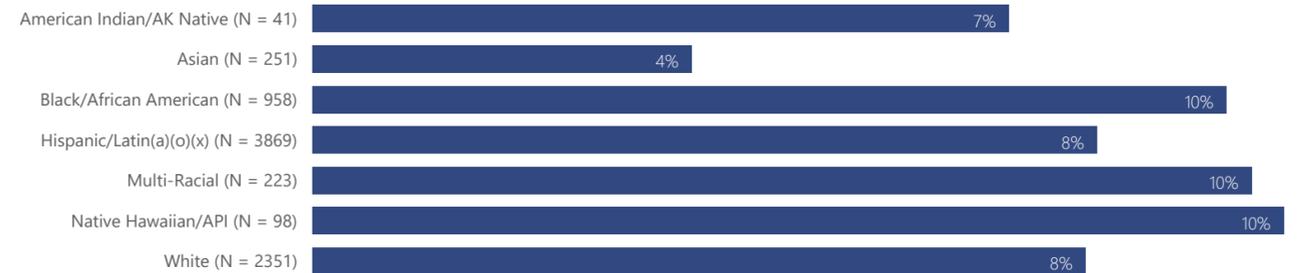
This measure is determining the percentage of matches from the Coordinated Entry System (CES) that resulted in the household being enrolled in a housing project. The most common reason referrals are unsuccessful is because a household was matched to a housing opportunity that they are ineligible for, or the household decided they did not want the housing opportunity being offered.

### CES Denials by Providers



This measure is determining the percentage of households matched to a housing opportunity that were denied by the Housing Provider. The eligibility requirements of a project and the preferences of the household being matched to the opportunity should be taken into account prior to matching a housing to a housing opportunity. Some reasons that Housing Providers may deny a household matched to their project include the household being denied a unit by a Landlord or Property Manager, or the client's voucher expired before they were able to find a permanent housing unit.

### Returns to Homelessness

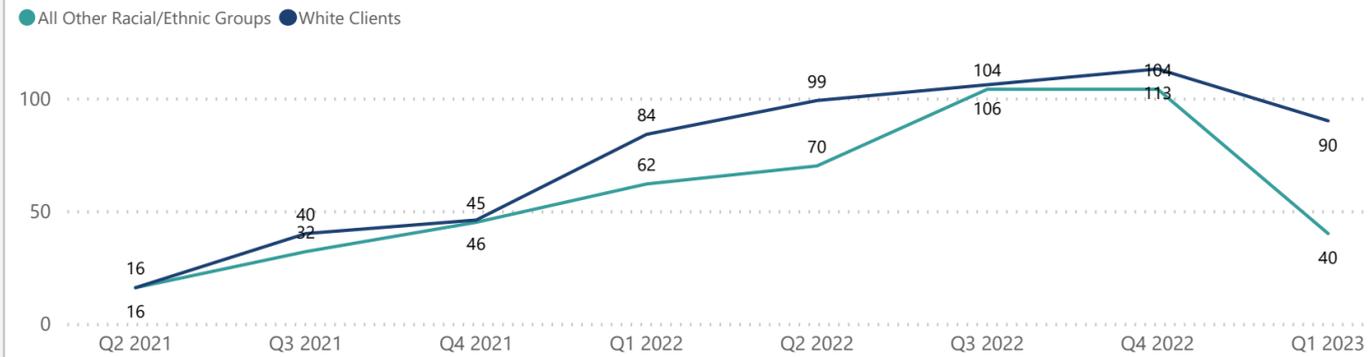


This measure is determining the percentage of clients that receive services through a project participating in HMIS after they exited to a permanent housing situation. Ideally clients who exit to permanent housing situations are provided the support they need to maintain that housing, rather than returning to homelessness and requiring more intensive services.

# Orange County Continuum of Care: Racial Equity - Trends Over Time

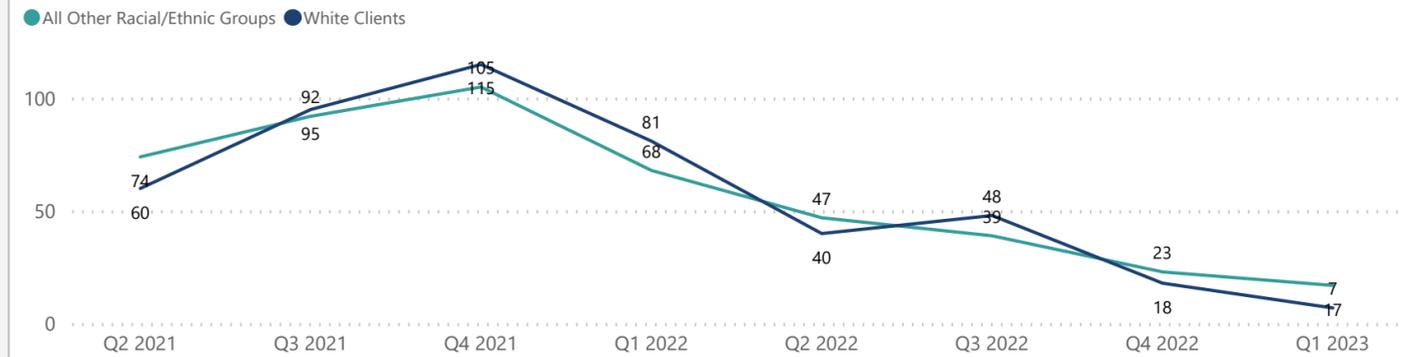
All Other Racial/Ethnic Groups includes all clients that reported their ethnicity as Hispanic/Latin(a)(o)(x) or their race as any racial group other than White.

## Days between CES Match and Acceptance



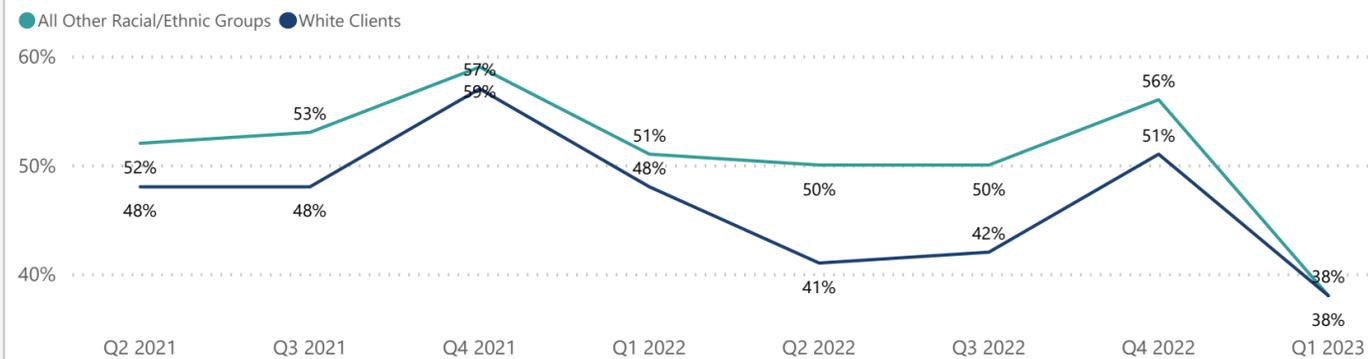
The Days between CES Match and Acceptance measure is determining how long it takes a household to be enrolled in a housing project once they have been matched through the Coordinated Entry System (CES). Households are not automatically enrolled once they are matched because the Housing Provider needs to confirm that the household meets the eligibility criteria for their project.

## Days to Permanent Housing Placement



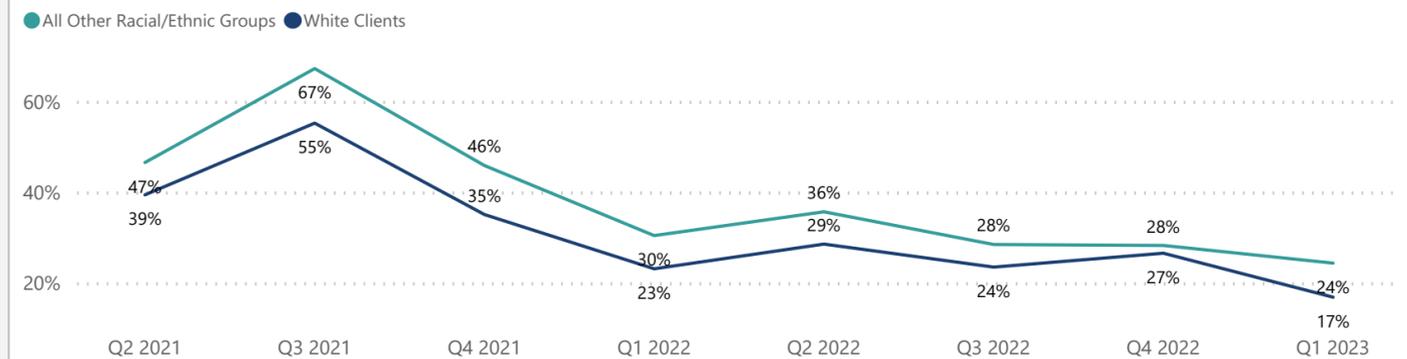
The Days to Permanent Housing Placement measure is determining how long it takes a household to be placed in a permanent housing unit after being enrolled in a housing project. Households may not be immediately placed in a unit when they are enrolled in the project because most permanent housing projects are tenant-based, meaning that the Housing Provider has to work with the household to find a unit somewhere in Orange County.

## Successful CES Referrals



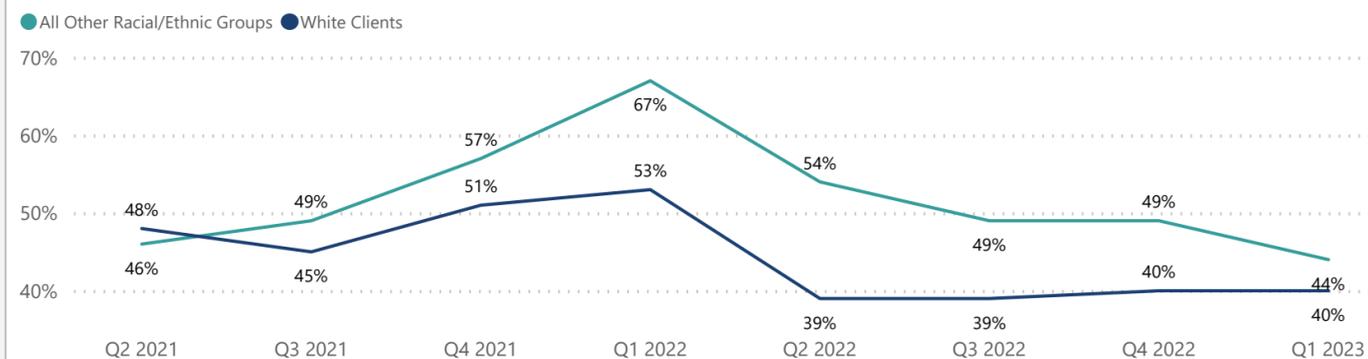
The Successful CES Referrals measure is determining how frequently households matched through the Coordinated Entry System (CES) are being enrolled in a housing project. The most common reason households are not enrolled is because a household was matched to a housing opportunity that they are ineligible for, or the household decided they did not want the housing opportunity being offered.

## Permanent Housing Exits



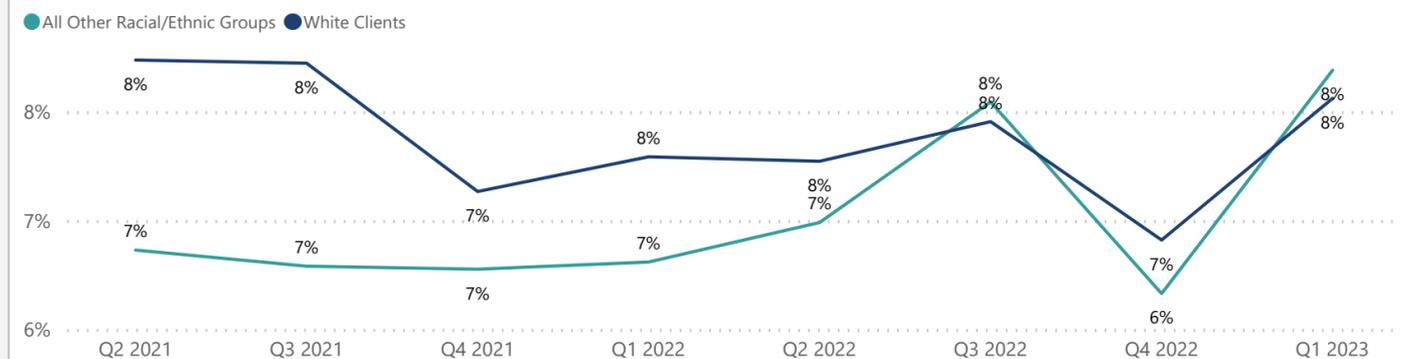
The Permanent Housing Exits measure is determining how frequently clients are exiting to permanent housing. This measure is critical to understand how effectively Orange County is ending homelessness for the clients being served.

## CES Denial by Provider



The CES Denials by Providers measure is determining how frequently households are not enrolled in a housing project after being matched through the Coordinated Entry System (CES) due to the Housing Provider denying the match. Some reasons that Housing Providers may deny a household matched to their project include the household being denied a unit by a Landlord or Property Manager, or the client's voucher expired before they were able to find a permanent housing unit.

## Returns to Homelessness



The Returns to Homelessness measure is determining how frequently clients are returning to a project serving homeless clients after being placed in permanent housing. Ideally clients who exit to permanent housing are provided the support they need to maintain that housing, rather than returning to homelessness and requiring more intensive services.

**Date:** April 26, 2023

**Subject:** Homeless Management Information System (HMIS) Data Requests

**Recommended Actions:**

- a. Update from The Mark USA on results of HMIS data accessed 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.
- b. Approve The Mark USA HMIS data request for the period of July 1, 2022, to April 30, 2023, to assist in ongoing evaluation of the family homeless response system on a system-level and family-level outcomes.
- c. Approve Abt Associates HMIS data request for the period of October 1, 2019, to May 31, 2023, to assist in the development and testing revisions to the Eva Systems Dashboards, use in the demonstration of Eva, develop and test revisions of Longitudinal Systems Analysis (LSA) Export Specification, and demonstrate functionality of Stella P.

**Background and Analysis**

**The Mark USA Data Request**

On the September 14, 2022, meeting of at the Continuum of Care (CoC) Board, The Mark USA’s HMIS data request for the period July 1, 2018, to June 30, 2022, was approved. The Mark USA is making a similar HMIS data request for a different reporting period to the CoC Board for consideration and approval.

On March 31, 2023, The Mark USA submitted a data request to 2-1-1 Orange County (211OC), HMIS Lead, requesting data from July 1, 2022, to April 30, 2023, 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.

The HMIS data request includes data from the Family Coordinated Entry System (CES) and Family Bed Reservation System, the Family Solutions Collaborative Housing Navigation project, and the shelters participating in the Family Bed Reservation System.

FSC has reviewed and is in support of this request, reference the attached letter of support is (Attachment A). The FSC Systems Revised Evaluation Plan as submitted by The Mark USA is also attached (Attachment B), detailing the specific data elements requested and on how the data will be used and what metrics will be evaluated.

**Family Coordinated Entry System Data Requested**

- Population: All heads of households entered in Family CES – excluding veterans who processed through the Veteran CES
- Reporting period: July 1, 2022 - April 30, 2023

- Client-level data: Yes
- Data elements:
  - 5.09 Household ID
  - Family CES project start date
  - Family CES project exit date
  - VI-SPDAT or Family CES Assessment date
  - 3.08 Long-term disabling condition
  - Chronic homelessness
  - Length of homelessness
  - Shelter status
  - Service planning areas
  - 3.15 relationship the head of household
  - Total Household Clients based on Family CES Enrollment
  - Count adults based on Family CES Enrollment
  - Count children based on Family CES Enrollment
  - Household has 0 - 5 Child (Yes / No)
  - Household has 0 - 17 Child (Yes / No)
  - Custom enrollment question – is anyone in the household pregnant
  - CES Data
    - Date Referral was Reassigned (match date)
    - Housing Data for CES-referral connected projects:
      - Project Start Date
      - Project Exit Date
      - Housing Move-In Date
      - Destination

### **Bed Reservation Data Requested**

- Population: Bed reservation family heads of households
- Reporting period: July 1, 2022 - April 30, 2023
- Client-level data: Yes
- Data elements:
  - 5.09 Household ID
  - Project start date based on Family CES Enrollment
  - Project exit date based on Family CES Enrollment
  - Project start date based on FSC-participating Shelters
  - Project exit date based on FSC-participating Shelters
  - Added TCQ Date (Referral date to bed reservation queue)
  - Date Referral Was Reassigned Date
  - Date of match to shelter opportunity
  - Date Accepted In Program Date
  - Assessment Date
  - 3.08 Long-term disabling condition
  - Chronic homelessness
  - Length of homelessness

- Shelter status
- Service planning areas
- 3.15 Relationship the head of household
- Total Household Clients based on Family CES enrollment
- Count adults based on Family CES Enrollment
- Count children based on Family CES Enrollment
- Household has 0 - 5 Child (Yes / No)
- Household has 0 - 17 Child (Yes / No)
- Custom enrollment question – is anyone in the household pregnant?
- 3.03 Date of birth date

### **Housing Navigation Project Data Requested**

- Population: Housing Navigation project heads of households
- Reporting period: July 1, 2022 - April 30, 2023
- Client-level data: Yes
- Data elements:
  - Enrollments Project Start Date
  - Enrollments Project Exit Date
  - CES Data
    - Referrals Date Referral Was Reassigned Date
    - Project Type Code (Project Type Accepted To)
    - CoC Funded - Yes/No
    - Housing Data:
      - Housing Project Start Date
      - Housing Project Exit Date
      - Housing Move-In Date
      - Destination
      - 2.05 Funding source
        - Client Accepted to CoC Rapid Rehousing (RRH) Project, Client Accepted to Permanent Supportive Housing (PSH)/ Other Permanent Housing (OPH) Project (yes/no)
        - OPH

### **Shelter-Level Data Requested**

- Population: FSC-participating shelters
- Reporting period: July 1, 2022 – April 30, 2023
- Client-level data: Yes
- Data elements:
  - Project start date based on Family CES Enrollment
  - Project exit date based on Family CES Enrollment
  - Project start date based on FSC-participating Shelters
  - Project exit date based on FSC-participating Shelters
    - To calculate length of stay/time to exit & Identify any movement between shelters

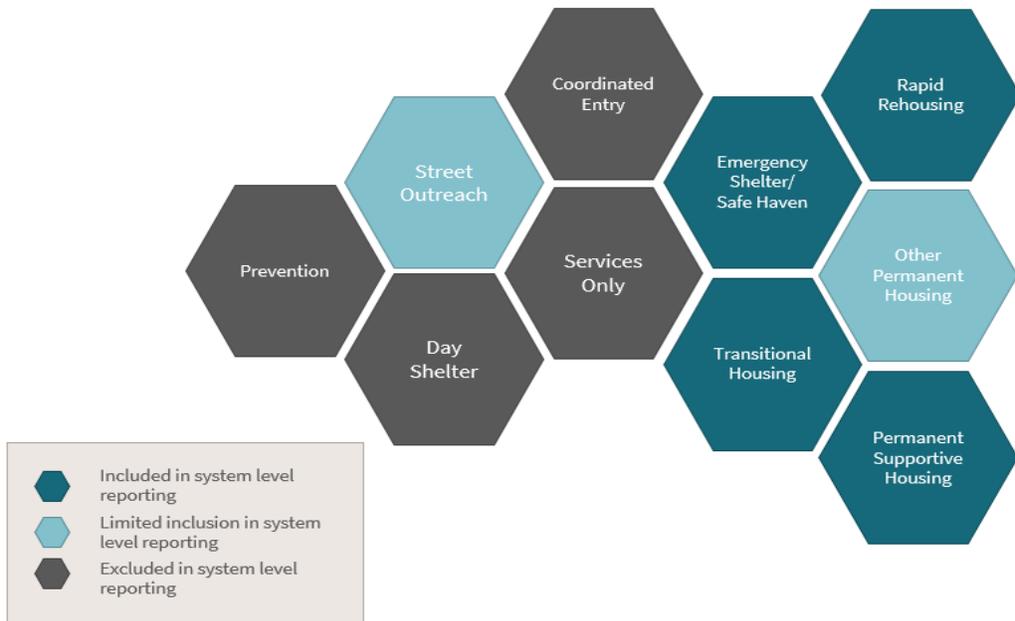
- Days in Project
- Residence Prior to Project Entry
- Client has RRH Enrollment after Emergency Shelter (ES) (yes/no)
- Destination
- Income status column
- Earned income
- Child Support
- General Assistance
- Social Security Disability Insurance (SSDI)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Unemployment Income

#### Abt Associates Data Request

On April 12, 2023, Abt Associates submitted a data request to 211OC requesting HMIS comma-separated values (CSV) data exports for the period of October 1, 2019, to May 31, 2023, to assist Abt Associates in the development and testing of a new component of Eva, the U.S. Department of Housing and Urban Development (HUD) data quality product.

Historically Continuum of Cares (CoCs) would upload their aggregated data for the Annual Homeless Assessment Report (AHAR) into Homelessness Data Exchange (HDX) 1.0 for federal reporting. If the data was incorrect or did not match actual numbers, the data was often only adjusted in HDX 1.0 and not HMIS, leaving the underlying data inaccurate. Now, CoCs upload their aggregated data for the LSA into HDX 2.0. CoCs must update the source data in their HMIS in order to address errors. Due to LSA data being aggregated, HMIS Administrators did not have an easy way to identify problematic records. The initial solution was the development of the HMIS CSV Data Quality Excel Tool, but as an excel based tool, it had significant limitations. Eva was developed to address the feedback on the HMIS CSV Data Quality Tool. Eva is a cloud-based tool that all CoCs are able to access regardless of their operating system and Eva allows communities to quickly conduct data quality checks.

The vision for the next iteration of Eva aims to help communities make better use of their data at the system level. Currently communities can conduct analysis at a program level, but since not all program types are available for a system level analysis, communities have limited ability to plan effectively.



Eva’s expanded capabilities will allow communities to conduct targeted analyses of their system inflow and outflow, how people move between projects to exit homelessness, the prioritized pool, success and failure of referrals, assessments, the impact of prevention and diversion, among others. Communities will also be able to look at each of these elements broken down by race and other critical demographics. Eva will be the most comprehensive system analysis tool released by HUD.

Abt Associates has requested data from Orange County because Orange County CoC has a history of strong data quality and a consistent implementation of the Coordinated Entry System. Access to the data set will allow Abt Associates to test different scenarios as Eva is further developed and tested.

### Data Elements Requested

Abt Associates is requesting two data sets, one in June 2023 and one after the new data standards take effect on October 1, 2023. All elements as specified in the HMIS CSV specifications for FY2022 and FY2024.

- Project Descriptor Data Elements
  - 2.01 Organization information (Organization ID, Organization Name, Victim Service Provider)
  - 2.02 Project Information (Project ID, Project Name, Operating Start/End Date, Continuum Project, Project Type, Affiliated with a residential project, Emergency Shelter Tracking Method, Housing Type, HMIS Participating Project, Target Population, HOPWA-funded Medically Assisted Living Facility)
  - 2.03-2-7 Project Address Information and Geocode
  - 2.06 Funding Source information (source, contract start/end date, identifier)
  - 2.07 Bed and Unit Inventory (beds and units by household type, bed type, availability, beds dedicated to sub-populations)
- Universal Data Elements

- 3.01 Full Name: First Name, Middle Name, Last Name fields will be replaced with a 64-character alphanumeric string
- 3.01-5 Name Data Quality
- 3.02 Social Security Number (SSN): SSN field will be replaced with a 68-character alphanumeric string
- 3.02-2 SSN Data Quality
- 3.03 Date of Birth
- 3.03-2 Date of Birth Data Quality
- 3.04 Race
- 3.05 Ethnicity
- 3.06 Gender
- 3.07 Veteran Status
- 3.08 Disabling Condition
- 3.10 Project Start Date
- 3.11 Project End Date
- 3.12 Destination
- 3.15 Relationship to Head of Household
- 3.16 Client Location (CoC code)
- 3.20 Housing Move-In Date
- 3.917 Prior Living Situation Data (Type of Residence, Length of Stay, Approximate Date Homelessness Started, Times Homeless in the Past 3 Years, Months Homeless in the Past 3 Years, Stay Less than 90 Days, Stay Less than 7 Nights, On the Night Before, Stayed on the Streets, ES, SH)
- Program Specific Data Elements
  - 4.02 Income Sources and Amounts
  - 4.03 Non-Cash Benefits Sources
  - 4.04 Health Insurance Sources
  - 4.05 Physical Disability
  - 4.05A Physical Disability: Expected to be Long-Term
  - 4.06 Developmental Disability
  - 4.07 Chronic Health Condition
  - 4.07A Chronic Health Condition: Expected to be Long-Term
  - 4.09 Mental Health Disorder
  - 4.09A Mental Health Disorder: Expected to be Long-Term
  - 4.10 Substance Use Disorder
  - 4.10A Substance Use Disorder: Expected to be Long-Term
  - 4.08 HIV/AIDS
  - 4.11 Domestic Violence data (DV Survivor, when experience occurred, currently fleeing)
  - 4.12 Current Living Situation data (Current Living Situation, Verified by, Leaving within 14 Days, Subsequent Residence Identified, Resources/Support Network to Obtain PH, Lease/Ownership Interest in PH Unit in Last 60 days, Moved 2 or More Times in Last 60 Days)
  - 4.13 Date of Engagement
  - 4.14 Bed Night Date

- 4.19 Coordinated Entry Assessment Data (Assessment Date, Assessment Type, Assessment Location, Assessment Level)
- 4.20 Coordinated Entry Event Data (Event, Referral Results)
- Individual Federal Partner Program Elements
  - HUD CoC PSH
    - C1 Well Being Data (client perceives life has value/worth, client perceives they have support from others, etc.)
    - C2 Moving On Assistance Provided
  - HOPWA
    - W1 Services Provided
    - W2 Financial Assistance
    - W3 Medical Assistance Data (Receiving Public Assistance, Receiving AIDS Drug Assistance Program, etc.)
    - W4 T-cell (CD4) and Viral Load
    - W5 Housing Assessment at Exit
    - W6 Prescribed Anti-Retroviral
  - PATH
    - P1 Services Provided
    - P2 Referrals Provided
    - P3 PATH Status
    - P4 Connection with SOAR
  - RHY
    - R1 Referral Source
    - R2 RHY-BCP Status
    - R3 Sexual Orientation
    - R4 Last Grade Completed
    - R5 School Status
    - R6 Employment Status
    - R7 General Health Status
    - R8 Dental Health Status
    - R9 Mental Health Status
    - R10 Pregnancy Status
    - R11 Formerly a Ward of Child Welfare/Foster Care Agency
    - R12 Formerly a Ward of Juvenile Justice System
    - R13 Family Critical Issues
    - R14 RHY Service Connections
    - R15 Commercial Sexual Exploitation/Sex Trafficking
    - R16 Labor Exploitation/Trafficking
    - R17 Project Completion Status
    - R18 Counseling
    - R19 Safe and Appropriate Exit
    - R20 Aftercare Plans
  - VA
    - V1 Veterans Data (Year Entered/Exited Service, Theatre of Operations, Discharge Status, Branch of Military)

- V2 Services Provided - SSVF
  - V3 Financial Assistance - SSVF
  - V4 Percent of AMI (SSVF Eligibility)
  - V5 Last Permanent Address
  - V6 VAMC Station Number
  - V7 HP Targeting Criteria
  - V8 VASH Voucher Tracking
  - V9 VASH Exit Information
- Meta Data Elements
  - 5.01 Date Created
  - 5.02 Date Updated
  - 5.03 Data Collection Stage
  - 5.04 Information Date
  - 5.05 Project Identifier
  - 5.06 Enrollment Identifier
  - 5.07 User Identifier
  - 5.08 Personal Identifier
  - 5.09 Household Identifier

#### Additional Information

The HMIS data request from Abt Associates will have a minimal impact on the HMIS staff. HMIS administrators will export the hashed HMIS CSV and upload it to a secure site provided by Abt Associates. Abt Associates is a research institute and has dealt with client-level data numerous times. Abt Associates are familiar with all necessary protocols and have systems in place to ensure security and privacy of all client data. Abt Associates is requesting hashed datasets where all Personal Identifiable Information (PII) is obscured and therefore cannot be used to identify clients. Abt Associates will ensure that the data is stored behind industry standard security and will also ensure that the data not shared with unauthorized personnel or other third parties.

#### Attachments

Attachment A – Family Solutions Collaborative Systems Evaluation Plan as submitted by The Mark USA

Attachment B – Family Solutions Collaborative Letter of Support



February 28, 2023

## **Family Solutions Collaborative Systems Evaluation Proposed Scope**

In 2018, the Orange County Family Shelter Network and Family Response System Evaluation identified several key gaps and limitations of the family homeless responses system. Key recommendations from the evaluation included:

- Complete the design and launch of coordinated entry for shelters
  - Assess coordinated entry functioning and align more closely to inventory
- Improve the consistency of the housing focus in shelters
- Make shelter diversion practice consistent and define clearly when a family is considered diverted
- Define and align core shelter practices and align length-of-stay targets, caps, and extension policies
  - Set performance targets

In response to these recommendations, the FSC, First Five, and other community stakeholders made several key changes to the family homeless response system. These changes included:

- Launching the family coordinated entry system
- Piloting and implementing the bed reservation system
- Funding family housing navigation in the housing navigation project with Families Forward and participating shelters
- Launching the Diversion Expansion Project with the access points
- Implementing FSC shelter guidelines consistently across FSC-participating shelters and collecting data on performance targets

The proposed evaluation seeks to assess the impact of these changes to the family homeless response system on system-level and family-level outcomes. The evaluation includes collaboration with FSC project leaders to understand trends across project years and will incorporate the revised housing navigation project guidelines.

### **Evaluation questions:**

## Item 2. Attachment A

1. How has Family Coordinated Entry System, Bed Reservation System, Family Housing Navigation, and Diversion Expansion addressed previously identified gaps and increased the efficiency of the family homeless response system since 2018?
2. To what extent have FSC-participating shelters become more efficient in addressing family homelessness since 2018?
  - a. Are participating shelters adhering to shelter guidelines and meeting FSC-identified shelter performance outcomes?
  - b. What barriers and challenges have agencies experienced in implementing the changes that have been made to the homelessness response system (e.g., FCES, bed reservation, housing navigation) and meeting shelter performance outcomes?
3. To what extent has Family Housing Navigation impacted the experience of families seeking housing while in the shelter-system?
  - a. What barriers and challenges have families faced while participating in Family Housing Navigation?
4. To what extent does FSC address family homelessness as defined by national indicators and compared to outcomes in comparable counties?

### Sample:

- FSC Shelter Provider Network using HMIS, and adhering to shelter guidelines (n=9)
  - Casa Teresa Emergency Maternity Shelter
  - FAMily House
  - Gilchrist House
  - Plumaria House
  - Theriault House
  - Mercy House Family Care Center a Project of HomeAid
  - New Vista Emergency
  - Via Esperanza
  - HIS OC Emergency Shelter
- FSC shelters participating in the Housing Navigation Program navigation (n=7)
  - New Vista Emergency
  - Via Esperanza
  - Theriault House
  - Murphy House
  - Mercy House Family Care Center a Project of HomeAid
  - FAMily House
  - Gilchrist House – Families

### Data and key information to be used:

- Homeless Management Information System (HMIS)
- Shelter self-evaluations
- Data collected via interviews and/or focus groups

## Item 2. Attachment A

- Nationally recognized indicators from National Alliance to End Homelessness and Substance Abuse and Mental Health Services Administration (SAMHSA)

## Item 2. Attachment A

### Breakdown of concepts to be measured, sample, data source, and planned analyses by evaluation question

Concepts measured <sup>a</sup>	Sample	Data source	Time period examined	Analysis	Reporting <sup>b</sup>
Impact of changes to the Family Homelessness Response System on system-level and family-level outcomes					
I. How has Family Coordinated Entry System, Bed Reservation System, Family Housing Navigation, and Diversion Expansion addressed previously identified gaps and increased the efficiency of the family homeless response system since 2018?					
<p>Efficiency of FCES: Has the process become more streamlined over time?</p> <ul style="list-style-type: none"> <li>Length of time on the community queue</li> <li>Length of time to complete vulnerability assessment (are more vulnerable families being prioritized?)</li> <li>Identify characteristics of families that increase time on community queue (e.g., disability, family size, single parent, age of children)</li> </ul> <p>Efficiency of Bed Reservation: How long are families waiting to be matched to shelter? Are all beds/units being utilized?</p> <ul style="list-style-type: none"> <li>Occupancy rate</li> <li>Length of time spent on bed reservation queue</li> <li>Length of time from referral to match</li> <li>Identify characteristics of families that increase time on bed reservation queue (e.g., disability, family size, single parent, age of children)</li> </ul> <p>Efficiency of Family Housing Navigation: Is this program successfully moving families in housing?</p> <ul style="list-style-type: none"> <li>Average time elapsed between contact with Housing Navigator and housing</li> <li>Average length of stay in shelter (if family enters shelter)</li> <li>Total number of families housed</li> <li>Total number of families housed with children 0-5</li> <li>Number of families who return to homelessness within a year of housing</li> </ul>	<p>Families entered into FCES</p> <p>Families served through FSC shelters participating in bed reservation</p> <p>Families served through FSC shelters participating in housing navigation</p>	HMIS	<p>Fiscal year 2018-2022</p> <p>July 1, 2020-present (for bed reservation data)</p>	<p>Descriptive and inferential statistics; compare trends over time where possible (e.g., FCES variables)</p> <p>Compare current trends in bed reservation to pilot data if possible</p>	<p>Annual report (estimated September of 2022 and July of 2023). Additional information on trends will be inserted into the progress update reports.</p>

## Item 2. Attachment A

- Number of families who received Tenant Education
- Number of families who returned to homeless who received Tenant Education (compared to those who did not)
- Number of families securing housing through Continuum of Care Rapid Rehousing (compared to those who did not secure housing with assistance from provider)
- Identify characteristics of families able to secure housing (e.g., disability, family size, single parent, age of children)

Efficiency of Diversion: How many families are being diverted rather than entering or remaining in shelter? What is the cost saved by diverting families compared to shelter?

- # families successfully diverted
- Length of time to diversion (pre and post DEP)
- Average cost to divert (pre and post DEP)

### 2. To what extent have FSC-participating shelters become more efficient in addressing family homelessness since 2018?

- Time to exit
- Length of stay
- # dollars spent
- Utilization of rapid re-housing funds
- Positive exits
- Current living situation-Destination
- Movement between shelters

- Emergency Maternity Shelter
- Family House
- Gilchrist House - Families
- Plumaria House
- Theriault House
- Family Care Center
- New Vista Emergency
- Via Esperanza

HMIS

Fiscal year 2018-2022

Descriptive and inferential analyses to examine trends over time; Examine indicators for all emergency family shelters using FSC guidelines and entering data into HMIS

Annual report (estimated September of 2022 and July of 2023). Additional information on trends will be inserted into the progress update reports.

### 2a. Are participating shelters adhering to shelter guidelines and meeting FSC-identified shelter performance outcomes?

## Item 2. Attachment A

<ul style="list-style-type: none"> <li>● % of families exiting directly to Permanent Housing</li> <li>● % of families with positive exits</li> <li>● % leave shelter to continued homelessness</li> <li>● % entering shelter from literal homelessness</li> <li>● % of families maintaining and increasing income</li> <li>● Average occupancy rate of shelters</li> <li>● % of families with average length of stay &lt;= 60 days</li> <li>● Impact of COVID on length of stay and occupancy rates</li> </ul>	<ul style="list-style-type: none"> <li>● Emergency Maternity Shelter</li> <li>● Family House</li> <li>● Gilchrist House - Families</li> <li>● Plumaria House</li> <li>● Theriault House</li> <li>● Family Care Center</li> <li>● New Vista Emergency</li> <li>● Via Esperanza</li> </ul>	<p>HMIS</p> <p>Shelter self-evaluations</p>	<p>January 2020-present</p>	<p>Frequencies; Outcomes compared to targets; compare over time; compare outcomes for congregate versus non-congregate facilities</p>	<p>Annual report (estimated September of 2022 and July of 2023). Additional information on trends will be inserted into the progress update reports.</p>
<p>2b. What barriers and challenges have agencies experienced in implementing the changes that have been made to the homelessness response system (e.g., FCES, bed reservation, housing navigation) and meeting shelter performance outcomes?</p>					
<ul style="list-style-type: none"> <li>● Challenges faced in implementing changes to the homelessness response system</li> <li>● Challenges faced in implementing guidelines</li> <li>● Challenges faced in serving families</li> <li>● How have challenges been overcome?</li> <li>● Positive outcomes as a result of changes to the homelessness response system</li> </ul>	<p>Family service navigators and FSC administrators</p>	<p>Focus groups (FGs)</p>	<p>Conduct FGs in 2022 &amp; 2023</p>	<p>Identify themes and compare themes across access points; compare over time</p>	<p>Annual report (estimated September of 2022 and July of 2023). Summary of FGs following completion of FGs (estimated July of 2022 and June 2023). Summary will be inserted into the</p>

Item 2. Attachment A

progress update report.

3. To what extent has Family Housing Navigation impacted the experience of families seeking housing while in the shelter-system?

a. What barriers and challenges have families faced while participating in Family Housing Navigation?

<ul style="list-style-type: none"> <li>• Family’s readiness/preparedness for housing.</li> <li>• Family’s ability to maintain housing</li> <li>• Impact of Housing Action plan</li> <li>• Impact of housing resource connections</li> <li>• Impact of Tenant Education</li> <li>• Identify barriers and challenges</li> </ul>	<p>Heads of households who have participated in Family Housing Navigation</p> <p>(Within shelters that are participating in Housing Navigation: families who are being housed and families who have secured housing)</p>	<p>Interviews</p>	<p>Conduct interviews in 2022 &amp; 2023</p>	<p>Code for themes; compare themes from those using Housing Navigation to those who are not (if we have a comparison group)</p>	<p>Annual report (estimated September of 2022 and July of 2023).</p> <p>Summary of interviews following completion of interviews (estimated July of 2022 and June 2023). Summary will be inserted into the progress update report.</p>
---	--	-------------------	--	---	--

Comparison to national indicators

4. To what extent does FSC address family homelessness as defined by national indicators?

## Item 2. Attachment A

Success of addressing family homelessness (related to outcomes above)	FSC participating shelters	HMIS	Fiscal year 2022/2023	Examine outcomes from FSC participating shelters against national data/indicators using rubric	Annual report (estimated September of 2022 and July of 2023)
Nationally-recognized practices and indicators (e.g., goals defined by HUD, SAMHSA)	Other family emergency shelters in comparable cities	Published reports			

a. Data points indicated in the table are subject to change based on what data are available in HMIS. Additional data points may be added as needed.

## Item 2. Attachment A

### Evaluation deliverables and invoices for systems evaluation

<b>Deliverable</b>	<b>Deliverable/Invoice date<sup>1</sup></b>	<b>Amount</b>
Progress update report <sup>2</sup>	July 31, 2022	\$17,867
Progress update report (will include findings from the interviews and focus groups)	September 15, 2022	\$17,867
Annual report	December 15, 2022	\$17,867
Progress update report <sup>3</sup>	January 31, 2023	\$10,209.29
Revised evaluation plan + progress update report	February 28, 2023	\$10,209.29
Revised instruments + Revised data analysis plan + progress update report	March 31, 2023	\$10,209.29
Progress update report	April 30, 2023	\$10,209.29
Progress update report	May 31, 2023	\$10,209.28
Progress update report	June 30, 2023	\$10,209.28
Annual report	July 31, 2023	\$10,209.28
<b>Total</b>		<b>\$125,066</b>

<sup>1</sup> Please note that all deliverables will be submitted to the FSC in advance of these dates for review and revision.

<sup>2</sup> Everything greyed out in the table (i.e., July 31, 2022, September 15, 2022, December 15, 2022, and January 31, 2023 invoices) has all already been submitted for payment.

<sup>3</sup> Progress update reports will include a short description of evaluation activities that have taken place during the invoice period. Any relevant findings (e.g., summary of focus group data) will be provided if available.



**Members:**

*American Family Housing*

*Casa Teresa*

*City of Huntington Beach*

*City Net*

*Colette's Children's Home*

*Families Forward*

*Family Assistance Ministries (FAM)*

*Family Promise of Orange County*

*Habitat for Humanity of Orange County*

*Homeless Intervention Services, OC (HIS OC)*

*HomeAid Orange County*

*Human Options*

*Illumination Foundation*

*Interval House*

*Laura's House*

*Mercy House*

*Pathways of Hope*

*Project Hope Alliance*

*The Salvation Army of Orange County*

*Serving People in Need (SPIN)*

*South County Outreach*

*StandUp for Kids*

*Tustin Emergency Shelter*

*Women's Transitional Living Center, Inc. (WTLC)*

2-1-1 Orange County  
1505 E. 17<sup>th</sup> Street, Suite 108  
Santa Ana, CA 92705

**RE: Data Request for FSC Family Systems Evaluation**

To whom it may concern:

The Family Solutions Collaborative is writing in support of the data request submitted by The Mark USA. This data will be used for an evaluation of the work of the FSC's family homeless response system.

First 5 Orange County has been involved and engaged in the work and success of the FSC since 2015, investing a variety of resources, both financially and strategically with several of our projects and evaluations. This evaluation has been commissioned and is being funded by First 5 of Orange County. As a partner and stakeholder of the FSC, First 5 Orange County is invested in supporting our systems-level work and impact we are making on the family homeless response system.

The Family Solutions Collaborative (FSC) has hired the Mark USA, an evaluation and research firm, to gather and analyze data from the Homeless Management Information System (HMIS) to understand how families are being supported and served through the FSC systems level work. The HMIS data will provide critical information about how our system is performing and where we can improve.

The first time we conducted a systems evaluation was in 2018, the same year FSC was first contracted to be the coordinators of the Family Coordinated Entry System. Since then, the FSC has implemented the FSC Shelter Provider Network, Bed Reservation System as well as two other systems-level projects funded by First 5 Orange County – our Diversion Expansion Project and Housing Navigation Program. The requested data will allow The Mark to look back over the past five years of the work of the FSC and is critical to understanding the impact of our changes over time.

We are happy to provide any further information you need for this data request. Thank you for your time and consideration.

For the families,

LaVal Brewer  
FSC Executive Committee, Chair

1505 E 17<sup>th</sup> Street, Suite 220  
Santa Ana, CA 92705

**Date:** April 26, 2023

**Subject:** FY2022 Longitudinal Systems Analysis Report

### Background and Analysis

A critical aspect of the McKinney-Vento Homeless Assistance Act, as amended by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009, is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. Due to this development, Continuums of Care (CoCs) are now required to measure their performance annually as a coordinated system through the System Performance Measures (SPM) Report and Longitudinal Systems Analysis (LSA) report.

The LSA report is formally known as the Annual Homeless Assessment Report (AHAR) that is compiled and submitted to the U.S. Congress by the U.S. Department of Housing and Urban Development (HUD). The AHAR is a national-level report that provides information about homeless service providers, people and households experiencing homelessness, and various characteristics of that population. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness. The LSA report is produced from each CoC's HMIS and is compiled to create the AHAR report to United States Congress. The LSA includes Emergency Shelter, Safe Haven, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, and Other Permanent Housing projects that are participating in HMIS during the reporting period, which is October 1st through September 30th.

The LSA report is submitted annually to HUD via the Homelessness Data Exchange (HD)X 2.0 and provides HUD and CoCs with critical information about how people experiencing homelessness use the homeless service system.

2-1-1 Orange County (211OC), as the HMIS Lead, completed the LSA report in advance of the deadline. The FY2022 LSA Report (Attachment A) was prepared by 211OC using data submitted to HUD.

### Attachments

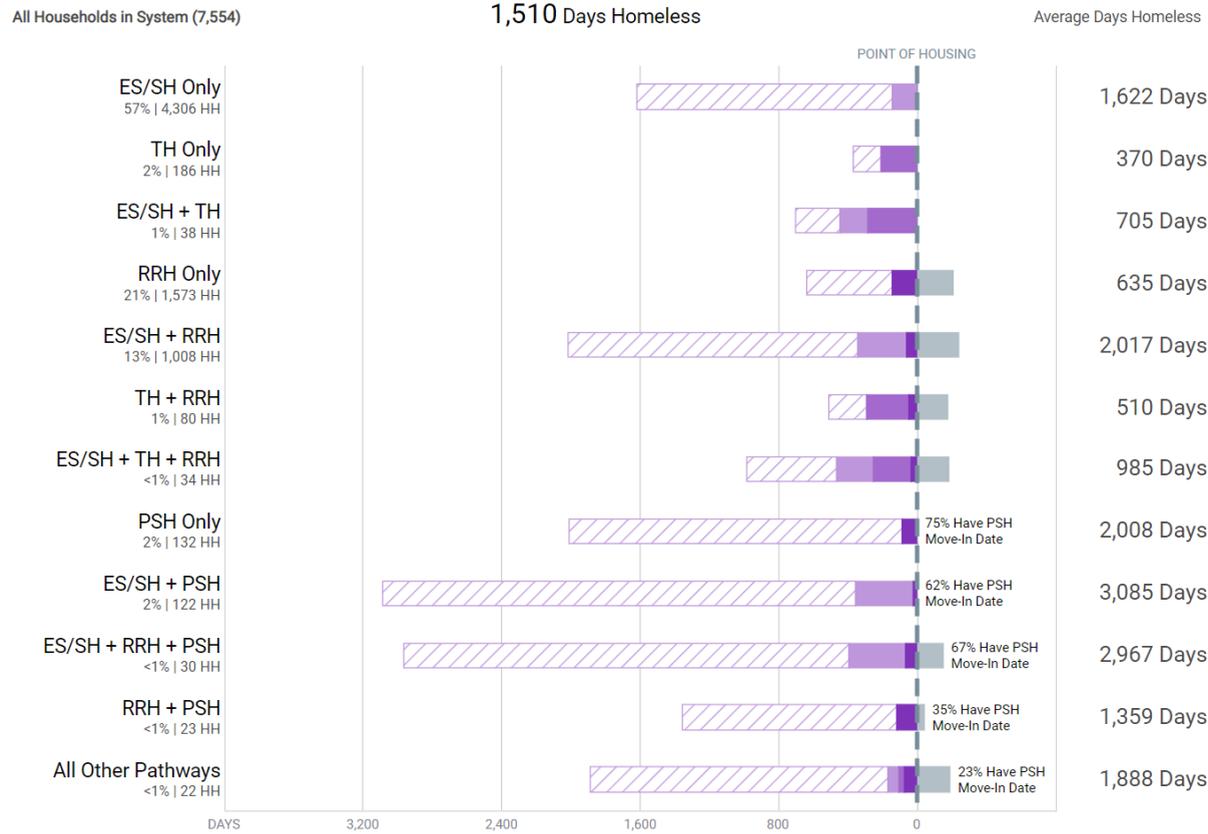
Attachment A – FY2022 LSA Report

# Longitudinal Systems Analysis (LSA) FY 2022

Every year, HUD submits an Annual Homeless Assessment Report (AHAR) to the US Congress. The AHAR is a national-level report that provides information about homeless service providers, people and households experiencing homelessness, and various characteristics of that population. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness. The LSA report is produced from each CoC's Homeless Management Information System (HMIS), and is compiled to create the AHAR report to Congress. The LSA includes Emergency Shelter, Safe Haven, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, and Other Permanent Housing projects that are participating in HMIS during the reporting period, which is October 1st through September 30th. All data is for Funding Year (FY) 2022, which is 10/01/21 - 09/30/22, unless otherwise noted.

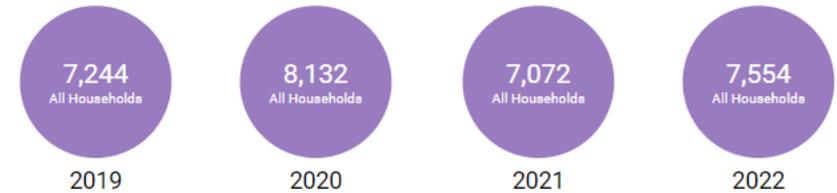
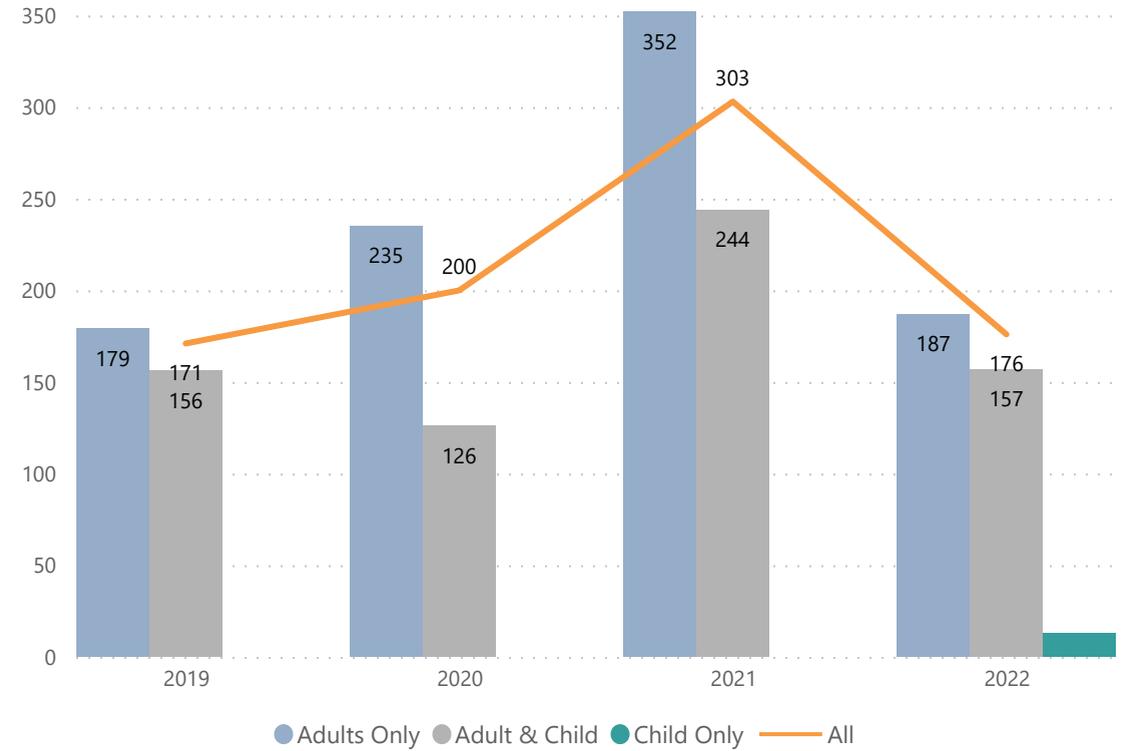
## Days Homeless by Pathways

Percent and number of households that used each pathway and average cumulative days that households in each pathway group were homeless.



## Days Homeless Trend by Household Types

For each reporting year, the average cumulative, unduplicated number of days that households were served in ES, SH, or TH projects; and days in RRH or PSH prior to move-in.



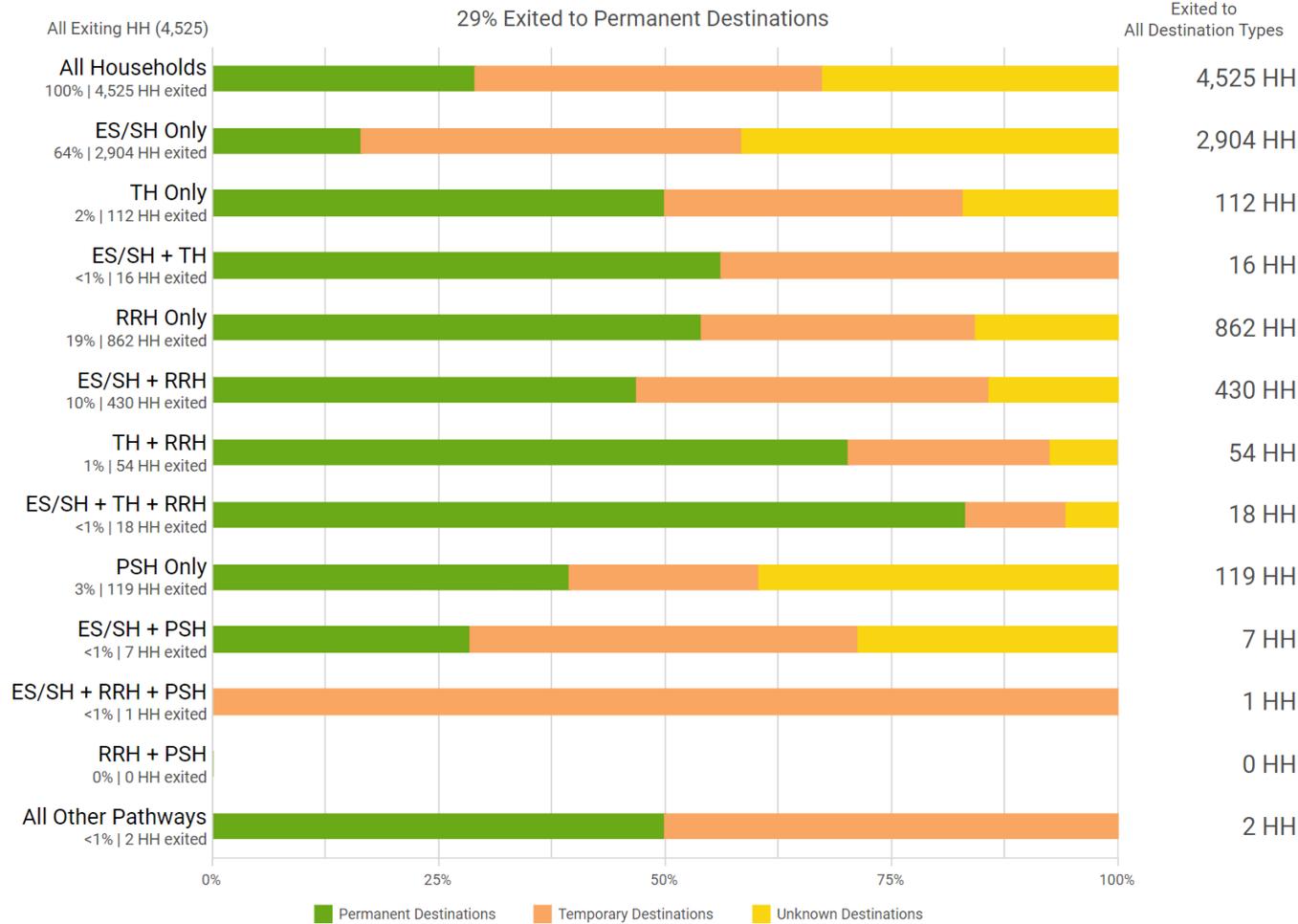
**Days Homeless**  
 Emergency Shelter/Safe haven (ES/SH)  
 Transitional Housing (TH)  
 RRH/PSH Prior to Housing Move-In

**Days Housed**  
 Rapid Re-Housing (RRH)

**Show Additional Data**  
 Self-reported days homeless

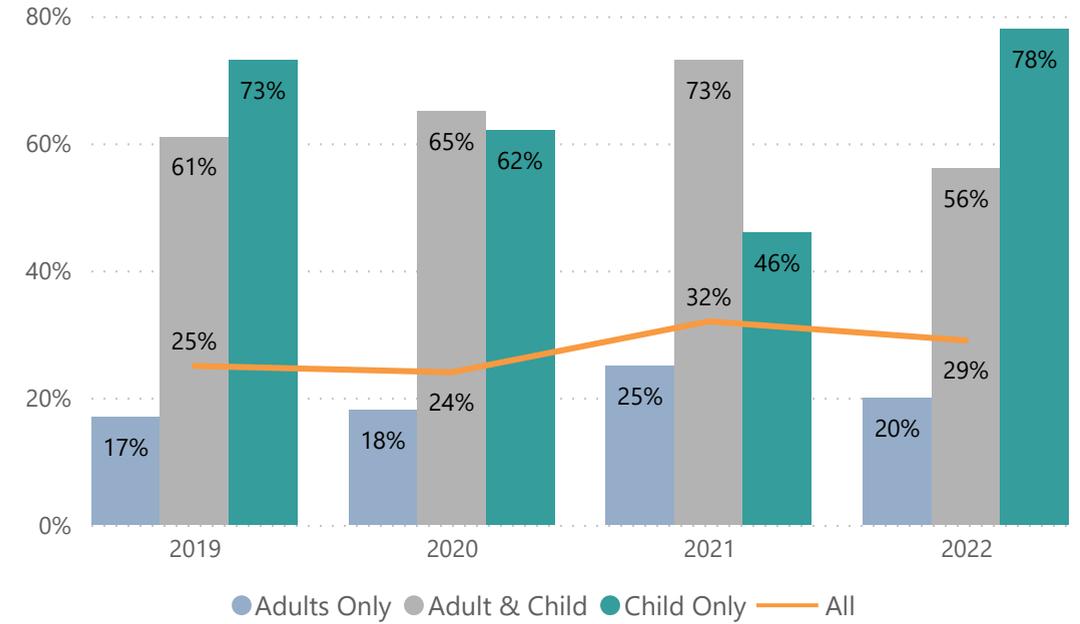
### Exits by Pathways

Percent and number of households that used each pathway, and percent and number of households in each pathway group that exited to permanent, temporary and unknown destinations.



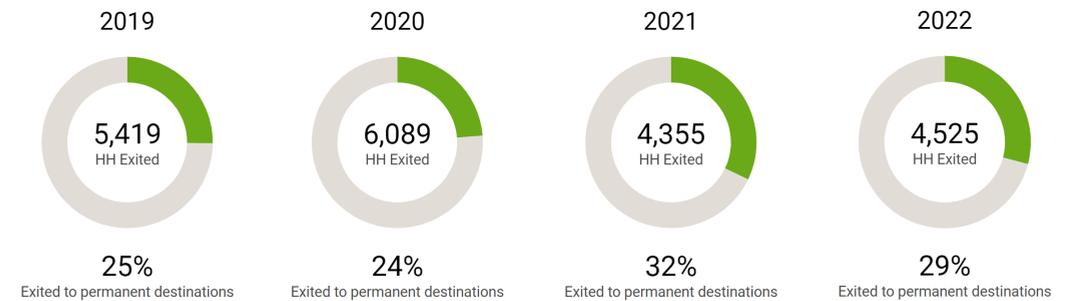
### Exits to Permanent Destinations

Percent that exited to permanent destinations within each of the past four years.



### Exits to Permanent Destinations Trend

Number of households that exited from the homeless system and percent that exited to permanent destinations within each of the past four years.

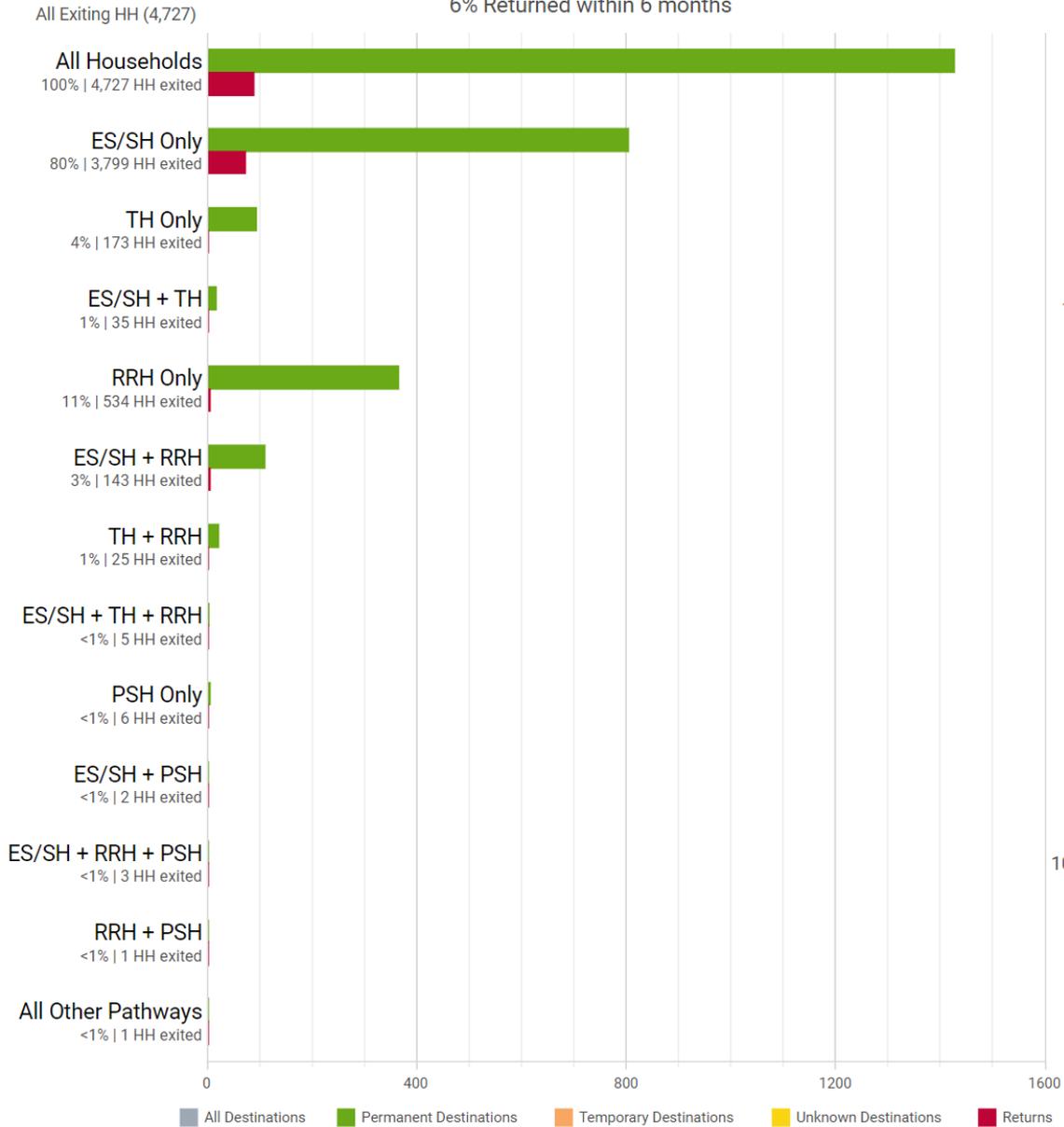


## Return to Homelessness

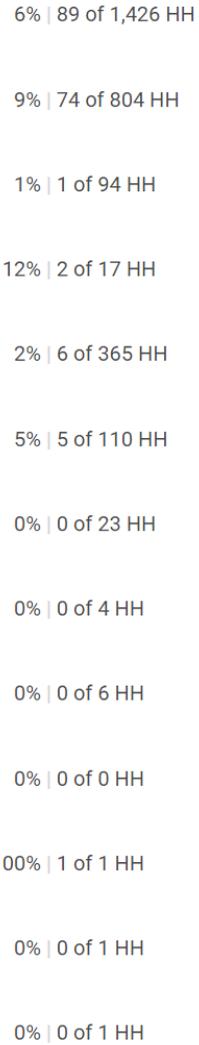
The percent of households returned includes data from 12 months prior (10/01/20 - 09/30/21) to the current reporting period of exiting the homeless system to permanent destinations.

### Return to Homeless by Pathways

6% Returned within 6 months

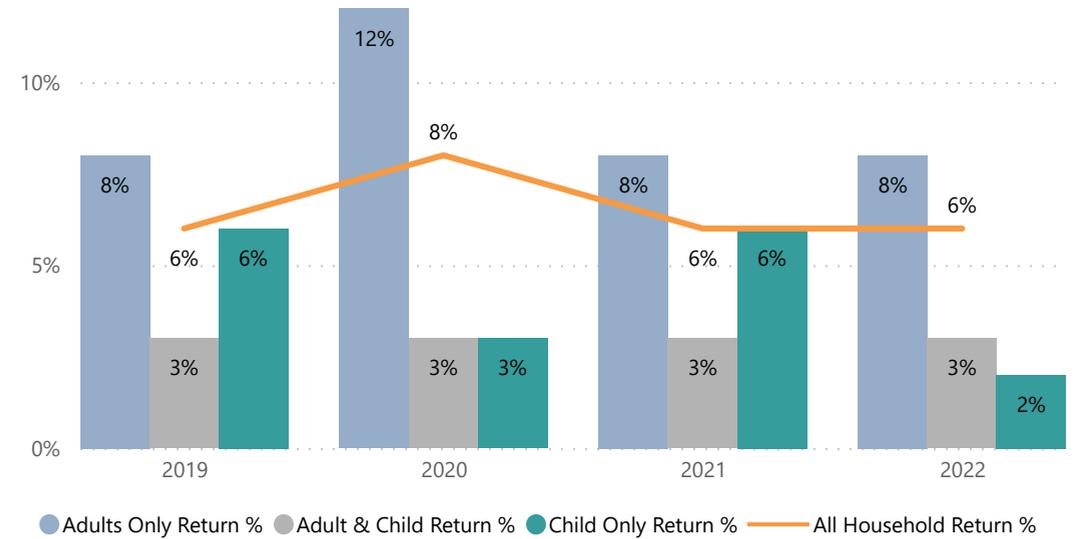


Returned after exit to Permanent Destinations



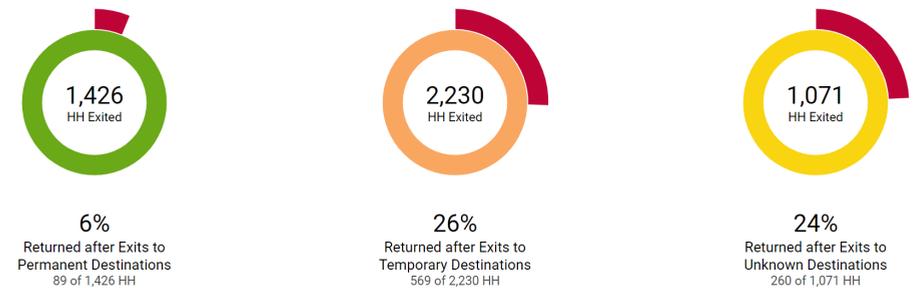
### Return to Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination within each of the past four years. For the current report period, the universe for the chart is households that exited within the first six months of the report period.

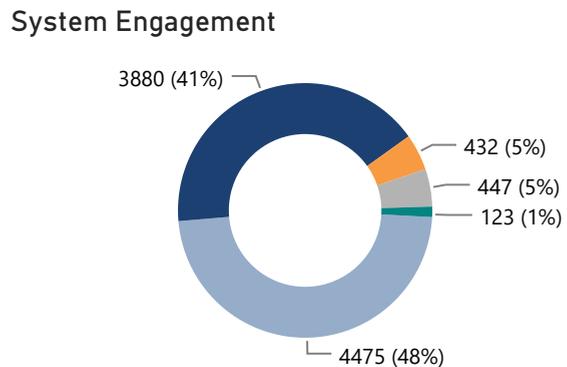
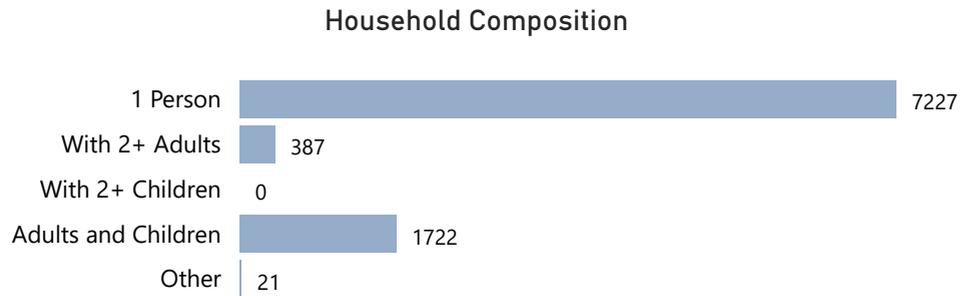
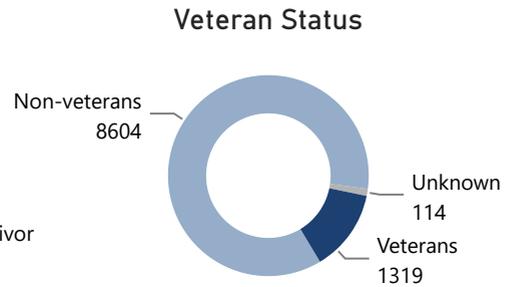
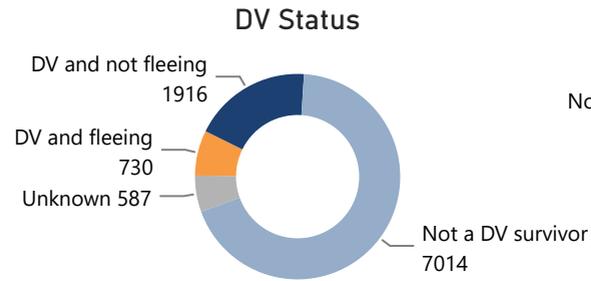
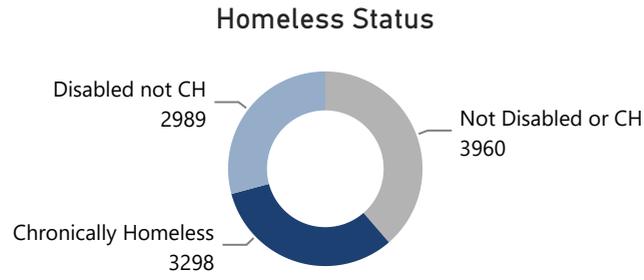
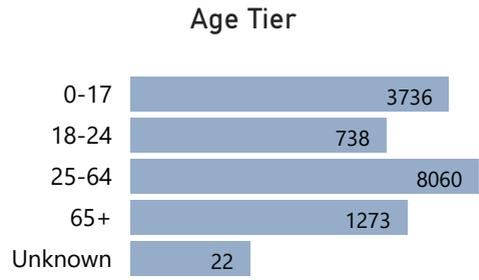


### Return by Destination Type

The percent of households that returned within six months of exiting the homeless system to permanent, temporary, or unknown destinations.



### Demographics



### System Performance Map

Households use different combinations of project types during the time they are served in the homeless system. These project type combinations are referred to as pathways. Each pathway has different average cumulative days homeless, exits to permanent housing and returns to the homeless system.

