



# A G E N D A

## REGULAR MEETING COMMISSION TO END HOMELESSNESS

Wednesday, April 19, 2023, 1:00 P.M.

County Conference Center  
Room 104/106

425 West Santa Ana Boulevard, Santa Ana, CA 92701

Meetings are broadcast live at <https://www.youtube.com/channel/UCefbduRATIIUBsne8nn8tJA>

### COMMISSION MEMBERSHIP

Vicente Sarmiento, Second District Supervisor	Monique Davis, Business Representative
Don Wagner, Third District Supervisor, Chair	Jack Toan, Business Representative
Jim Vanderpool, North Service Planning Area	AJ Patella, Orange County Sheriff's Department
Vacant, Central Service Planning Area	Todd Spitzer, Orange County District Attorney
Debra Rose, South Service Planning Area	George Searcy, Affordable Housing Development
Sue Parks, Philanthropic Representative	Richard Afable, Behavioral Health Representative, Vice Chair
Robert Dunn, Chief of Police	Paul Wyatt, At Large Member
Sean deMetropolis, Municipal Fire Department Representative	Milo Peinemann, At Large Member
Christy Cornwall, Hospital Representative	Maricela Rios-Faust, Continuum of Care Board Representative
Nesan Kistan, Faith-Based Community Representative	Robert Morse, Continuum of Care Board Representative

#### Commission Director

Doug Becht, Director of Care Coordination

#### Clerk of the Commission

Valerie Sanchez, Chief Deputy Clerk

*This agenda contains a brief general description of each item to be considered. The Commission encourages public participation. If you wish to speak on any item or during public comment, please complete a Speaker Request Form and provide to the Clerk at the dais. Speaker Forms are located next to the entrance doors. Except as otherwise provided by law, no action shall be taken on any item not appearing on the agenda. When addressing the Commission, please state your name (or pseudonym) for the record prior to providing your comments.*

**\*\*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 Clerk of the Board's Office 72 hours prior to the meeting at (714) 834-2206. Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided\*\***

All supporting documentation is available for public review online at:  
<https://ceo.ocgov.com/care-coordination/commission-end-homelessness>  
 and with Clerk of the Board of Supervisors located in the County Administration North Building,  
 400 West Civic Center Drive, 6<sup>th</sup> Floor, Santa Ana, California 92701  
 8:00 a.m. - 5:00 p.m., Monday through Friday

# **A G E N D A**

Call to Order

Pledge of Allegiance

Roll Call

## **DISCUSSION ITEMS**

1. Office of Care Coordination Update
  - a. Membership Updates
  - b. Cold Weather Emergency Shelter
  - c. Project Roomkey
  - d. FY2022 Continuum of Care Program Award
  
2. Follow Up Discussion on 2022 Housing Funding Strategy Update

## **ACTION ITEMS**

3. Approve Commission to End Homelessness minutes from February 15, 2023, regular meeting.
  
4. Membership Recruitment
  - a. Appoint a Membership Ad Hoc Committee to support the Membership Recruitment process.
  - b. Approve launch of recruitment process for the appointment of the Central Service Planning Area Representative to the Commission to End Homelessness to be submitted to the Board of Supervisors for final approval.
  - c. Recommend the appointment of Jason Ivins as the Orange County Sheriff's Department representative to serve on the Commission to End Homeless to the Board of Supervisors for final approval for the term of June 21, 2023, to June 20, 2025.
  
5. Bridges at Kraemer Place Community Advisory Board
  - a. Appoint Monique Davis to the Commission to End Homelessness Seat on the Bridges at Kraemer Place Community Advisory Board for the term June 1, 2023, to May 31, 2025.
  
6. 2023 Homeless Survey
  - a. Approve the 2023 Homeless Survey.

## **PUBLIC COMMENT**

*At this time members of the public may address the Commission on any matter not on the agenda but within the subject matter jurisdiction of the Commission.*

## **COMMISSION MEMBERS COMMENTS**

## **ADJOURNMENT**

**NEXT REGULAR MEETING:** June 21, 2023, 1:00 P.M.

Agenda Item #3  
Minutes of the  
Febraury 15, 2023  
Regular Meeting



## SUMMARY ACTION MINUTES

### REGULAR MEETING COMMISSION TO END HOMELESSNESS

Wednesday, February 15, 2023 1:00 P.M.

**County Conference Center**  
Room 104/106  
425 West Santa Ana Boulevard, Santa Ana, CA 92701

Don Wagner, Third District Supervisor, Chair	Monique Davis, Business Representative
Vicente Sarmiento, Second District Supervisor	Jack Toan, Business Representative
James Vanderpool, North Service Planning Area	AJ Patella, Orange County Sheriff's Department
Scott Stiles, Central Service Planning Area	George Searcy, Affordable Housing Industry Representative
Debra Rose, South Service Planning Area	Richard Afable, Behavioral Health Representative, Vice Chair
Sue Parks, Philanthropic Representative	Paul Wyatt, At Large Member
Robert Dunn, Chief of Police Representative	Milo Peinemann, At Large Member
Sean DeMetropolis, Municipal Fire Department Rep	Todd Spitzer, District Attorney
Christy Cornwall, Hospital Representative	Vacant, Continuum of Care Board Representative
Nesan Kistan, Faith-based Community Representative	Vacant, Continuum of Care Board Representative

ATTENDANCE: Commissioners Afable, Cornwall, Davis, DeMetropolis, Dunn, Parks, Patella, Peinemann, Rose, Sarmiento, Searcy, Spitzer, Stiles, Toan, Vanderpool, Wagner and Wyatt

ABSENT: Commissioner Kistan

PRESENT: EXECUTIVE DIRECTOR Doug Becht, Director of Care Coordination  
CLERK OF THE COMMISSION Valerie Sanchez, Chief Deputy Clerk

Call to Order

**COMMISSION VICE CHAIR AFABLE CALLED THE MEETING TO ORDER AT 1:04 P.M.**

Pledge of Allegiance

**COMMISSION VICE CHAIR AFABLE LED THE PLEDGE OF ALLEGIANCE**

Roll Call

**THE CLERK CALLED THE ROLL AND CONFIRMED QUORUM WAS MET**

# SUMMARY ACTION MINUTES

## DISCUSSION ITEMS

1. Office of Care Coordination Update
  - a. Membership Updates
  - b. Cold Weather Emergency Shelter
  - c. Homeless Service System Pillars Report
  - d. Request for Proposals

EXECUTIVE DIRECTOR BECHT ANNOUNCED COMMISSIONER SCOTT STILES WILL BE LEAVING THE CITY OF GARDEN GROVE FOR THE CITY OF PALM SPRINGS, CREATING CENTRAL SPA REPRESENTATIVE VACANCY. DIRECTOR BECHT ALSO ANNOUNCED A COLD WEATHER SHELTER HAD OPENED IN FULLERTON. THE HOMELESS SERVICES PILLARS REPORT WILL BE USED TO ENSURE THAT SERVICES AND CONTRACTS FOR SERVICES IDENTIFY THE PILLAR(S) THEY FALL UNDER. OFFICE OF CARE COORDINATION WILL BE RELEASING AN RFP TO CONTRACT FOR SERVICES FOR 2024 POINT IN TIME COUNT

## PRESENTATION

2. 2022 Housing Funding Strategy Update – Julia Bidwell and Michelle Zdeba, OC Community Resources, Housing & Community Development

JULIA BIDWELL FROM OC COMMUNITY RESOURCES, HOUSING AND COMMUNITY DEVELOPMENT OUTLINED THE 2022 UPDATES TO THE 2018 HOUSING FUNDING STRATEGY BASED ON NEW DATA FROM THE 2022 POINT IN TIME COUNT

## ACTION ITEMS

3. Approve Commission to End Homelessness minutes from the December 14, 2022 regular meeting

13 1 2 3 4 5 6 7 9 10 11 12 14 15 16 17 18  
X

APPROVED AS RECOMMENDED

4. Nominate and appoint new Chair and Vice Chair to the Commission to End Homelessness

ON MOTION BY COMMISSIONER SEARCY AND SECONDED BY COMMISSIONER SARMIENTO, THE COMMISSION NOMINATED AND APPOINTED COMMISSIONER WAGNER AS CHAIR AND COMMISSIONER AFABLE AS VICE-CHAIR

## SUMMARY ACTION MINUTES

5. 2023 Homeless Survey Recommendations
  - a. Approve the 2023 Homeless Survey methodology
  - b. Approve creation of an Ad Hoc to assist in the data analysis and review of the results of the survey

5 1 2 3 4 6 7 8 9 10 11 12 13 14 15 16 17 18

X

**APPROVED AS RECOMMENDED**

6. Approve Appointment of Maricela Rios-Faust and Robert Morse to Continuum of Care representative seats for the term February 16, 2023 – February 15, 2025

11 3 1 2 4 5 6 7 8 9 10 12 13 14 15 16 17 18

X

**APPROVED AS RECOMMENDED**

### **PUBLIC COMMENTS**

Charles – Oral Re: City Planner for City of Anaheim and also enrolled in college and working on a project for school on justifying the costs for Permanent Supportive Housing (cost per unit v. cost of emergency and crisis services); when provided housing, service utilization declines providing a cost savings that offsets the cost per unit.

### **COMMISSIONER COMMENTS**

Commissioner Wagner – Oral re: Thanked Commissioner Searcy for nomination to chair; Thanked Doug Chaffee for his service on the Commission; Announced Heath Care Agency’s gift card program is a success in helping individuals come to their appointments; another incentive to offer for receiving services is through providing help for their pets because often an individual will be motivated to do for their pet what they won’t do for themselves.

Commissioner Searcy – Oral re: Diving into the cost of providing housing, the Turner Center for Housing Innovation provides an analysis of cost drivers if needed for a discussion and deeper dive into the data behind the costs.

**ADJOURNED:** 2:49 P.M.

**NEXT MEETING:** April 19, 2023, 1:00 P.M.

# SUMMARY ACTION MINUTES

\*\*\* VOTE KEY \*\*\*

*(1st number = Moved by; 2nd number = Seconded by)*

- |                              |                         |
|------------------------------|-------------------------|
| 1 Don Wagner, Chair          |                         |
| 2 Richard Afable, Vice Chair |                         |
| 3 Monique Davis              | A = Abstained           |
| 4 Sean DeMetropolis          | X = Excused             |
| 5 Robert Dunn                | V = Vacant              |
| 6 Christy Cornwall           | N = No                  |
| 7 Nesan Kistan               | C.O. = Commission Order |
| 8 Sue Parks                  |                         |
| 9 Milo Peinemann             |                         |
| 10 AJ Patella                |                         |
| 11 George Searcy             |                         |
| 12 Paul Wyatt                |                         |
| 13 Todd Spitzer              |                         |
| 14 Scott Stiles              |                         |
| 15 Jack Toan                 |                         |
| 16 James Vanderpool          |                         |
| 17 Vicente Sarmiento         |                         |
| 18 Debra Rose                |                         |

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*SUPERVISOR DOUG CHAFFEE*  
*Chair*

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*Valerie Sanchez, Chief Deputy Clerk*  
*Clerk of the Commission*

Agenda Item #4  
Membership  
Recruitment



## Commission to End Homelessness

Wednesday, April 19, 2023  
Action Item #4 Staff Report

**Subject:** Membership Recruitment

### **Recommended Actions:**

- a. Appoint a Membership Ad Hoc Committee to support the Membership Recruitment process.
- b. Approve launch of recruitment process for the appointment of the Central Service Planning Area Representative to the Commission to End Homelessness to be submitted to the Board of Supervisors for final approval.
- c. Recommend the appointment of Jason Ivins as the Orange County Sheriff's Department representative to serve on the Commission to End Homeless to the Board of Supervisors for final approval for the term of June 21, 2023, to June 20, 2025.

### **Background Information:**

#### **Membership Recruitment Process**

The Commission to End Homelessness (Commission) Bylaws detail the membership composition and appointment process in Article II. As such the Commission shall establish a Membership Ad Hoc Committee to recruit, evaluate, and make recommendations for appointments to the Commission to be submitted to the Board of Supervisors for final approval. When evaluating Commission members for the Board of Supervisors consideration and approval, the Membership Ad Hoc Committee should render an executive level individual that is highly regarded in his or her respective field and community due to his or her knowledge, expertise, achievements, leadership and commitment to address homelessness in Orange County.

On February 15, 2023, Central Service Planning Area Representative Scott Stiles resigned from the Commission and the seat became vacant. Per the Commission Bylaws, the Central Service Planning Area Representative is an individual that has served or currently serve as a City Manager or an elected official. The Central Service Planning Area includes the following cities of Costa Mesa, Fountain Valley, Garden Grove, Huntington Beach, Newport Beach, Santa Ana, Tustin, and Westminster.

By approving Recommended Actions, a and b, the Commission will be able to recruit a Central Service Planning Area Representative to have representation of countywide leadership. If approved, the Office of Care Coordination will follow the following recruitment process timeline.

- April 24 to May 12, 2023 – Membership Recruitment opens.
- May 15 to May 30, 2023 – Candidate applications to be reviewed by Membership Ad Hoc Committee.

- June 21, 2023 – Membership Ad Hoc Committee to make recommendation for the Central Service Planning Area Representative to be approved by the Commission to End Homelessness.
- July 2023 – Board of Supervisors approved appointment of candidate to the Central Service Planning Area Representative.
- August 16, 2023 – Appointed Central Service Planning Area Representative participates in his or her first meeting of the Commission.

### **Orange County Sheriff-Coroner Department Representative**

Captain AJ Patella who currently serves as the Orange County Sheriff-Coroner Department Representative on the Commission has been reassigned to a new assignment and his term on the Commission ends on June 21, 2023. As such, the Office of Care Coordination has been working with the Orange County Sheriff-Coroner Department to identify another individual that has knowledge of the County's Stepping Up Initiative and the Integrated Services Strategy that can participate in the Commission for a two-year term of June 21, 2023, to June 20, 2025.

The Orange County Sheriff-Coroner Department is recommending Captain Jason Ivins to serve as their representative on the Commission. Captain Ivins is a 24-year veteran of the Orange County Sheriff's Department. He began his career in 1999 and worked as a custody deputy at the Central Men's Jail. Captain Ivins currently serves as the Captain of the Patrol Operations Behavioral Health Bureau.

Agenda Item #5  
Appointment to Bridges  
at Kraemer Place  
Community Advisory  
Board



## Commission to End Homelessness

Wednesday, April 19, 2023  
Action Item #5 Staff Report

**Subject:** Bridges at Kraemer Place Community Advisory Board

**Recommended Action:**

- a. Appoint Monique Davis to the Commission to End Homelessness Seat on the Bridges at Kraemer Place Community Advisory Board for the term June 1, 2023, to May 31, 2025.

**Background Information:**

The Bridges at Kraemer Place Community Advisory Board was approved by the Board of Supervisors to serve as an advisory body to the shelter operator for the Bridges at Kraemer Place, a year-round emergency shelter for individuals experiencing homelessness in the North Service Planning Area located in the City of Anaheim. The Bridges at Kraemer Place Community Advisory Board membership consists of nineteen voting seats, including one representative appointed by the Commission to End Homelessness (Commission).

A representative from the Commission will add valuable knowledge and perspective to Bridges at Kraemer Place Community Advisory Board to address community relations, concerns of local businesses, city and county entities, service providers and shelter clients related to the operations of the Bridges at Kraemer Place.

The Office of Care Coordination is recommending the appointment of Monique Davis to the Commission's seat on to the Bridges at Kraemer Place Community Advisory Board for the term June 1, 2023, to May 31, 2025.

# Agenda Item #6

Approve 2023  
Homeless Survey



## Commission to End Homelessness

Wednesday, April 19, 2023  
Action Item #6 Staff Report

**Subject:** 2023 Homeless Survey

**Recommended Action:**

- a. Approve the 2023 Homeless Survey

**Background Information:**

The County Executive Office (CEO) Office of Care Coordination in partnership and collaboration with the Commission to End Homelessness (Commission) and the 2023 Homeless Survey Ad Hoc Committee, have determined that a 2023 Homeless Survey (2023 Survey) be conducted to obtain updated and comprehensive data of individuals experiencing unsheltered homelessness in Orange County. The 2023 Survey is a local effort that is a distinct but a complementary project to the U.S. Department of Housing and Urban Development (HUD) Point in Time (PIT) Count. The 2023 Survey will focus on asking questions that provide insight into homelessness efforts that are working, not working, gaps and barriers in services, as well as access to available resources. The information collected through the 2023 Survey will be used to help inform the development and coordination of regional resources to assist in addressing homelessness by evaluating barriers to access, accessibility of programs and availability of resources. In addition, the data will help fill existing knowledge gaps about unsheltered individuals within various subpopulations, inform Federal, State, and local funding applications. The data will also inform local program and policy decisions with the goal of increasing access, decreasing barriers, and increasing the overall available resources and opportunities.

On August 17, 2023, the Commission approved the creation of an Ad Hoc Committee to assist and advise on the 2023 Survey. The Ad Hoc Committee was comprised of representatives from the North Service Planning Area, the Central Service Planning Area, the South Service Planning Area, philanthropic organization, and the Orange County District Attorney's Office.

The Office of Care Coordination met with the 2023 Survey Ad Hoc several times to further refine the scope of the survey, review and update the survey questions, and streamline the flow of questions. The 2023 Survey Ad Hoc is recommending the attached 2023 Survey (Attachment A) to be approved by the Commission.

## 2023 Homeless Survey

### Opening Script:

Hi, my name is \_\_\_\_\_, I am conducting a survey on behalf of the County of Orange. The goal of this survey is to collect both demographic data and helpful feedback regarding homeless services in Orange County. Understanding your experiences, preferences and concerns will be extremely helpful as the County works to adjust and develop resources. Participation in this survey is voluntary and is expected to take approximately 30 minutes. In appreciation of your time, we will be providing you with \$25 in gift cards. We encourage you to be honest in your answers, as we greatly value your feedback. If you don't understand a question, please let me know.

### Demographic Information

1. How old are you?
  - a. Enter age: \_\_\_\_\_
  - b. Client declined to answer
  - c. Client doesn't know
  
2. Are you Hispanic/Latin(a)(o)(x)?
  - a. Yes
  - b. No
  - c. Client declined to answer
  - d. Client doesn't know
  
3. What is your race? ("Select all that apply for multiple races")
  - a. American Indian, Alaskan Native, or Indigenous
  - b. Asian or Asian American
  - c. Black, African-American, or African
  - d. Native Hawaiian or Pacific Islander
  - e. White
  - f. Client declined to answer
  - g. Client doesn't know
  - h. Other: \_\_\_\_\_
  
4. What is your gender identity?
  - a. Female
  - a. Male
  - b. Trans Female
  - c. Trans Male
  - d. Non-Binary
  - e. Queer/Gender Variant
  - f. Questioning
  - g. Client declined to answer
  - h. Client doesn't know
  - i. Other \_\_\_\_\_

5. Do you identify as LGBTQ+?
- Yes
  - No → [Go to Question 7](#)
  - Client refused to answer → [Go to Question 7](#)
  - Client doesn't know → [Go to Question 7](#)
6. If yes, which of the following best represents your Sexual Orientation?
- Lesbian
  - Gay
  - Bisexual
  - Queer
  - Questioning
  - Pansexual
  - Asexual
  - Client declined to answer
  - Client doesn't know
  - Other: \_\_\_\_\_
7. Are you a veteran? (Served in US Armed Forces or been called into active duty as a member of the National Guard or as a Reservist)
- Yes → ["Thank you for your service."](#)
  - No
  - Client declined to answer
  - Client doesn't know
8. Including yourself, how many adults (ages 18 and older), are in your family-set and currently staying with you?
- Select number of adults: \_\_\_\_\_
  - Client declined to answer
  - Client doesn't know
9. How many minor children (ages 0 to 17 years old) are in your family-set and currently staying with you?
- Select number of children: \_\_\_\_\_
  - Client declined to answer
  - Client doesn't know

### **Current Living Situation**

10. Where did you sleep last night? Select the choice below that is closest to the answer given.
- Outdoors → [Go to Outreach Feedback Section](#)
    - If yes, which of the following best describes where you slept outdoors?
      - Outdoors with only blankets or a sleeping bag
      - Tent
      - Tent-like shelter (tarp, cardboard, wood)

- d) Other: \_\_\_\_\_
- e) Client declined to answer
- f) Client doesn't know
- ii. If yes, did you sleep in an encampment last night?
  - a) Yes
  - b) No
  - c) Client declined to answer
  - d) Client doesn't know
- b. In a vehicle (car, van, truck, or RV) → [Go to Question 11](#)
- c. Abandoned building → [Go to Outreach Feedback Section](#)
- d. Bus, bus station, train, train station → [Go to Outreach Feedback Section](#)
- e. Airport → [Go to Outreach Feedback Section](#)
- f. Emergency Shelter and/or Transitional Housing → [Go to Shelter Feedback Section](#)
- g. Motel or hotel paid by third party → [Go to Shelter Feedback Section](#)
- h. Motel or hotel paid by himself or herself → [Go to At-Risk of Homelessness Section](#)
- i. Jail, hospital bed, or treatment program → [Go to At-Risk of Homelessness Section](#)
- j. Board and care facility or group home → [Go to At-Risk of Homelessness Section](#)
- k. In the apartment or home of a family member or friend including "doubled-up" or "couch surfing" → [Go to At-Risk of Homelessness Section](#)
- l. Other: What "Other" Location? \_\_\_\_\_ → [Go to Outreach Feedback Section](#)
- m. Client declined to answer → [Go to Outreach Feedback Section](#)
- n. Client doesn't know → [Go to Outreach Feedback Section](#)

11. What type of vehicle?

- a. Car, Van, Truck, Camper → [Go to Outreach Feedback Section](#)
- b. Recreational Vehicle (RV) in which occupants **do not** have access to sewer, water, and electricity connections and/or in disrepair (e.g., holes, broken windows, flat tires, removed or broken siding)
- c. Recreational Vehicle (RV) in which occupants have access to sewer, water, and electricity connections and not in disrepair.
- d. Other: \_\_\_\_\_ → [Go to Outreach Feedback Section](#)
- e. Client declined to answer → [Go to Outreach Feedback Section](#)
- f. Client doesn't know → [Go to Outreach Feedback Section](#)

12. Why are you currently staying/sleeping in an RV?

- a. Recently lost housing → [Go to Outreach Feedback Section](#)
- b. Vacationing/Traveling → [Survey Ends](#)
- c. Have lived in an RV long-term → [Go to At Risk of Homelessness Section](#)
- d. Other: \_\_\_\_\_ → [Go to Outreach Feedback Section](#)
- e. Client declined to answer → [Go to Outreach Feedback Section](#)
- f. Client doesn't know → [Go to Outreach Feedback Section](#)

## At Risk of Homelessness

13. Are you at risk of becoming homeless?

- a. Yes
- b. No → [Survey Ends](#)
- c. Client declined to answer
- d. Client doesn't know

14. How much longer will you be able to sleep there?

- a. Less than seven days or week
- b. Less than 30 days or one month
- c. Less than 90 days or three months → [Go to Question 16](#)
- d. Less than one year → [Go to Question 16](#)
- e. As long as I need to → [Go to Question 16](#)
- f. Client declined to answer
- g. Client doesn't know

15. If less than 30 days, what is the reason why you cannot stay for longer than 30 days?

- a. Only allowed to stay for a short period of time due to family/friend's reason
- b. Only allowed to stay for a short period of time due to lease
- c. I have somewhere else to go – temporary housing
- d. I have somewhere else to go – permanent housing
- e. Other: \_\_\_\_\_
- f. Client declined to answer
- g. Client doesn't know

16. Are you able to live there during the day and at night or only at night?

- a. Only able to be there over night
- b. Only able to be there during the day
- c. Able to be there during the day and over night
- d. Client declined to answer
- e. Client doesn't know

17. Are you able to store your belongings there?

- a. Yes
- b. No
- c. Sometimes
- d. Client declined to answer
- e. Client doesn't know

18. Are you able to regularly shower there?

- a. Yes
- b. No
- c. Sometimes
- d. Client declined to answer

e. Client doesn't know

19. Are you able to work and/or attend appointments while living there?

- a. Yes
- b. No
- c. Sometimes
- d. Client declined to answer
- e. Client doesn't know

20. What services would be helpful to you while being at-risk of homelessness?

- a. Disability benefit advocacy
- b. Hygiene services (i.e., showers, laundry, restrooms)
- c. Storage of personal belongings
- d. Employment search assistance
- e. Housing search assistance
- f. Help to pay for costs related to vehicles (i.e., registration, maintenance, insurance, gas cards)
- g. Mediation/conflict resolution
- h. Behavioral health supports
- i. Substance use disorder supports
- j. Peer support
- k. Additional shelter options
- l. Case and legal assistance for justice involvement issues
- m. Financial assistance for rental deposits and housing related costs.
- n. Client declined to answer
- o. Client doesn't know

### **Shelter Feedback**

21. How long have you been staying at the emergency shelter or transitional housing program?

- a. Less than seven days or a week
- b. Less than 30 days or one month
- c. Less than 90 days or three months
- d. Less than a year
- e. Longer than a year
- f. Client declined to answer
- g. Client doesn't know

22. What is your primary goal while staying at the emergency shelter or transitional housing program?

- a. Having a place to sleep and shower
- b. Staying connected to friends and family
- c. Securing permanent housing
- d. Increasing income
- e. Employment Support Services
- f. Accessing mainstream benefits
- g. Accessing supportive services

- h. Other: \_\_\_\_\_
- i. Client declined to answer
- j. Client doesn't know

23. Please let me know how you feel about each of the following statements using the following responses:  
Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree

Because of the services you received through emergency shelter or transitional housing...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Client Doesn't know	Client Declined To Answer
You are more aware of community resources and supportive services.							
You know people you can turn to for help.							
You have a plan to meet your housing needs.							
You have received assistance to connect to mainstream benefits.							

24. What do you like best about the emergency shelter or transitional housing program? (Select all that apply)

- a. Facility is clean and comfortable
- b. Supportive services and case management services are provided onsite
- c. Medical services are accessible onsite
- d. Mental health services available onsite
- e. Substance use services available onsite
- f. Staff treat me well and care about my needs being met
- g. I feel safe in the program
- h. Transportation availability (to and from the program)
- i. Program accommodates my disabilities
- j. Program has rules that I can follow
- k. I feel that my privacy is protected
- l. Ability to store belongings and property
- m. Other (specify): \_\_\_\_\_
- n. Client declined to answer
- o. Client doesn't know

25. What do you dislike the most about the emergency shelter or transitional housing program? (Select all that apply)

- a. Facility is unkept and/or unclean
- b. Lack of supportive services or case management services provided
- c. Lack of medical services
- d. Lack of mental health services provided
- e. Lack of substance use services provided
- f. Concerns regarding staff at the program (lack of empathy, rude, etc.)
- g. Concerns about feeling unsafe in the program

- h. Lack of access to transportation to get to and from the facility
- i. Program cannot accommodate my disabilities
- j. The program rules are too difficult for me to follow
- k. Concerns about my privacy
- l. Lack of storage for belongings and property
- m. Other (specify): \_\_\_\_\_
- n. Client declined to answer
- o. Client doesn't know

26. What services would be helpful to you at the emergency shelter or transitional housing program? (Select all that apply).

- a. Disability benefit advocacy
- b. Hygiene services (i.e., showers, laundry, restrooms)
- c. Storage of personal belongings
- d. Employment search assistance
- e. Housing search assistance
- f. Help to pay for costs related to vehicles (i.e., registration, maintenance, insurance, gas cards)
- g. Mediation/conflict resolution
- h. Behavioral health support
- i. Substance use disorder support
- j. Peer support
- k. Additional shelter options
- l. Case and legal assistance for justice involvement issues
- m. Other (Specify): \_\_\_\_\_
- n. Not interested in services
- o. Client declined to answer
- p. Client doesn't know

27. When you exit the emergency shelter or transitional housing program, where will you be staying next?

- a. Permanent Housing
- b. Emergency Shelter, Transitional Housing, or Interim Housing Program
- c. Outdoors
- d. In a vehicle (car, truck, van, recreational vehicle).
- e. Motel or hotel paid by third party
- f. Motel or hotel paid by himself or herself
- g. Substance Use Disorder Treatment program
- h. Board and Care facility or group home
- i. In the apartment or home of a family member or friend
- j. Other (specify): \_\_\_\_\_
- k. Client declined to answer
- l. Client doesn't know

## Outreach Feedback

**Script:** This next section will dive into shelter feedback and other supportive services. Your input here will help shape shelter and resource development for those experiencing homelessness in Orange County.

28. Have you been approached by a street outreach worker/case manager in the last three (3) months?
- Yes
  - No → [Go to Question 31](#)
  - Client declined to answer
  - Client doesn't know
29. What services did the street outreach worker or case manager discuss with you? (Select all that apply)
- Finding permanent housing
  - Referrals to emergency shelter or transitional housing or Interim housing
  - Employment and training opportunities
  - Hygiene-related services or products
  - Health care
  - Mental health care
  - Substance use-related care
  - Other: \_\_\_\_\_
  - None
  - Client declined to answer
  - Client doesn't know
30. Was the street outreach worker or case manager able to connect you to any services?
- Yes
    - If Yes, What services were the street outreach worker or case manager able to connect you to? (Select all that apply)
      - Finding permanent housing
      - Referrals to emergency shelter or transitional housing or Interim housing
      - Employment and training opportunities
      - Hygiene-related services or products
      - Health care
      - Mental health care
      - Substance use-related care
      - Other: \_\_\_\_\_
      - None
      - Client declined to answer
      - Client doesn't know
  - No
  - Client declined to answer
  - Client doesn't know
31. Have you been an emergency shelter or transitional housing program before?
- Yes → [Go to Question 32](#)
  - No
  - Client declined to answer
  - Client doesn't know

32. Why did you leave that emergency shelter or transitional housing program?

- a. The program rules are too difficult for me to follow
- b. Left the program involuntarily
- c. Concerns regarding staff at the program (lack of empathy, rude, etc.)
- d. Concerns about feeling unsafe in the program
- e. Concerns about my privacy
- f. Sexual orientation and/or gender identity
- g. Facility is unkept and/or unclean
- h. Lack of supportive services or case management services provided
- i. Lack of medical services
- j. Lack of mental health services provided
- k. Lack of substance use services provided
- l. Lack of access to transportation to get to and from the facility
- m. Program cannot accommodate my disabilities
- n. Lack of storage for belongings and property
- o. Other (specify): \_\_\_\_\_
- p. Client declined to answer
- q. Client doesn't know

33. Currently, why are you not utilizing an emergency shelter or transitional housing program? (Select all that apply)

- a. Lack of available spots in shelters
- b. Concerns about feeling unsafe
- c. Concerns about privacy
- d. You could not bring your pet with you to the shelter
- e. You cannot stay at the shelter with your partner/spouse/friend/household member
- f. Previously exited from the program and cannot regain access
- g. Loss of shelter due to time limit at the shelter
- h. Shelter program rules and policies are too difficult to follow
- i. Do not know how to access the emergency shelter or transitional housing programs
- j. Other (specify): \_\_\_\_\_
- k. Client declined to answer
- l. Client doesn't know

34. What features are most important to you when considering an emergency shelter program?

- a. Whether you and your family-set (household members) can stay together
- b. General program rules and policies
- c. Pet Acceptance Policy
- d. Safety and/or safe environment
- e. Shelter Operator is respectful/empathetic/helpful/well-regarded
- f. Amount of personal and private space at the shelter
- g. Distance from your current location
- h. Size of the shelter
- i. Gender breakdown of the shelter
- j. Transportation to and from the shelter
- k. Guidelines on alcohol and drugs
- l. Housing Navigation to identify and secure permanent housing
- m. Vehicle parking accommodations
- n. Other (specify): \_\_\_\_\_

- o. Client declined to answer
- p. Client doesn't know

35. What services would be helpful to you while experiencing homelessness?

- a. Disability benefit advocacy
- b. Hygiene services (i.e., showers, laundry, restrooms)
- c. Storage of personal belongings
- d. Employment search assistance
- e. Housing search assistance
- f. Help to pay for costs related to vehicles (i.e., registration, maintenance, insurance, gas cards)
- g. Mediation/conflict resolution
- h. Behavioral health supports
- i. Substance use disorder supports
- j. Peer support
- k. Additional shelter options
- l. Case and legal assistance for justice involvement issues
- m. Other (Specify): \_\_\_\_\_
- n. Not interested in services
- o. Client declined to answer
- p. Client doesn't know

### **Community Ties**

**Script:** The following questions will help us understand your community ties.

36. In what city do you spend the most time while experiencing homelessness?

- a. Aliso Viejo
- b. Anaheim
- c. Brea
- d. Buena Park
- e. Costa Mesa
- f. Cypress
- g. Dana Point
- h. Fountain Valley
- i. Fullerton
- j. Garden Grove
- k. Huntington Beach
- l. Irvine
- m. La Habra
- n. La Palma
- o. Laguna Beach
- p. Laguna Hills
- q. Laguna Niguel
- r. Laguna Woods
- s. Lake Forest
- t. Los Alamitos

- u. Mission Viejo
- v. Newport Beach
- w. Orange
- x. Placentia
- y. Rancho Santa Margarita
- z. San Clemente
- aa. San Juan Capistrano
- bb. Santa Ana
- cc. Seal Beach
- dd. Stanton
- ee. Tustin
- ff. Villa Park
- gg. Westminster
- hh. Yorba Linda
- ii. Unincorporated area of North Service Planning Area
- jj. Unincorporated area of Central Service Planning Area
- kk. Unincorporated area of South Service Planning Area
- ll. City outside of Orange County but within California
- mm. City outside of California but within the United States
- nn. Client declined to answer
- oo. Client doesn't know

37. What is the main reason that you stay in this location/area/particular city?

- a. Most familiar with the location/area/city
- b. Have friends and/or family that live near by
- c. Close to place of current/past employment
- d. Close to place of current/past schooling
- e. Close to doctors or medical treatment
- f. Close to restroom and shower facilities
- g. Close to social services and/or support services
- h. Feel safe in this location/area
- i. Other: \_\_\_\_\_
- j. Client declined to answer
- k. Client doesn't know

38. In what city was your last permanent address?

- a. Aliso Viejo
- b. Anaheim
- c. Brea
- d. Buena Park
- e. Costa Mesa
- f. Cypress
- g. Dana Point
- h. Fountain Valley
- i. Fullerton

- j. Garden Grove
- k. Huntington Beach
- l. Irvine
- m. La Habra
- n. La Palma
- o. Laguna Beach
- p. Laguna Hills
- q. Laguna Niguel
- r. Laguna Woods
- s. Lake Forest
- t. Los Alamitos
- u. Mission Viejo
- v. Newport Beach
- w. Orange
- x. Placentia
- y. Rancho Santa Margarita
- z. San Clemente
- aa. San Juan Capistrano
- bb. Santa Ana
- cc. Seal Beach
- dd. Stanton
- ee. Tustin
- ff. Villa Park
- gg. Westminster
- hh. Yorba Linda
- ii. Unincorporated area of North Service Planning Area
- jj. Unincorporated area of Central Service Planning Area
- kk. Unincorporated area of South Service Planning Area
- ll. City outside of Orange County but within California
- mm. City outside of California but within the United States
- nn. Client declined to answer
- oo. Client doesn't know

39. Do you have family in Orange County?

- a. Yes
- b. No → [Go to Question 41](#)
- c. Client declined to answer
- d. Client doesn't know

40. If yes, in what city or cities does your family live in? (Select all that apply)

- a. Aliso Viejo
- b. Anaheim
- c. Brea
- d. Buena Park
- e. Costa Mesa

- f. Cypress
- g. Dana Point
- h. Fountain Valley
- i. Fullerton
- j. Garden Grove
- k. Huntington Beach
- l. Irvine
- m. La Habra
- n. La Palma
- o. Laguna Beach
- p. Laguna Hills
- q. Laguna Niguel
- r. Laguna Woods
- s. Lake Forest
- t. Los Alamitos
- u. Mission Viejo
- v. Newport Beach
- w. Orange
- x. Placentia
- y. Rancho Santa Margarita
- z. San Clemente
- aa. San Juan Capistrano
- bb. Santa Ana
- cc. Seal Beach
- dd. Stanton
- ee. Tustin
- ff. Villa Park
- gg. Westminster
- hh. Yorba Linda
- ii. Unincorporated area of North Service Planning Area
- jj. Unincorporated area of Central Service Planning Area
- kk. Unincorporated area of South Service Planning Area
- ll. Client declined to answer
- mm. Client doesn't know

41. Are you attending or have you attended school in Orange County?

- a. Yes
- b. No → [Go to Question 43](#)
- c. Client declined to answer
- d. Client doesn't know

42. If yes, in what city or cities are you attending or did you attend school? (select all that apply)

- a. Aliso Viejo
- b. Anaheim
- c. Brea

- d. Buena Park
- e. Costa Mesa
- f. Cypress
- g. Dana Point
- h. Fountain Valley
- i. Fullerton
- j. Garden Grove
- k. Huntington Beach
- l. Irvine
- m. La Habra
- n. La Palma
- o. Laguna Beach
- p. Laguna Hills
- q. Laguna Niguel
- r. Laguna Woods
- s. Lake Forest
- t. Los Alamitos
- u. Mission Viejo
- v. Newport Beach
- w. Orange
- x. Placentia
- y. Rancho Santa Margarita
- z. San Clemente
- aa. San Juan Capistrano
- bb. Santa Ana
- cc. Seal Beach
- dd. Stanton
- ee. Tustin
- ff. Villa Park
- gg. Westminster
- hh. Yorba Linda
- ii. Unincorporated area of North Service Planning Area
- jj. Unincorporated area of Central Service Planning Area
- kk. Unincorporated area of South Service Planning Area
- ll. Client declined to answer
- mm. Client doesn't know

43. Are you currently working in or have you ever worked in Orange County?

- a. Yes
- b. No → [Go to Question 45](#)
- c. Client declined to answer
- d. Client doesn't know

44. If yes, in what city or cities do you or did you work? (select all that apply)

- a. Aliso Viejo

- b. Anaheim
- c. Brea
- d. Buena Park
- e. Costa Mesa
- f. Cypress
- g. Dana Point
- h. Fountain Valley
- i. Fullerton
- j. Garden Grove
- k. Huntington Beach
- l. Irvine
- m. La Habra
- n. La Palma
- o. Laguna Beach
- p. Laguna Hills
- q. Laguna Niguel
- r. Laguna Woods
- s. Lake Forest
- t. Los Alamitos
- u. Mission Viejo
- v. Newport Beach
- w. Orange
- x. Placentia
- y. Rancho Santa Margarita
- z. San Clemente
- aa. San Juan Capistrano
- bb. Santa Ana
- cc. Seal Beach
- dd. Stanton
- ee. Tustin
- ff. Villa Park
- gg. Westminster
- hh. Yorba Linda
- ii. Unincorporated area of North Service Planning Area
- jj. Unincorporated area of Central Service Planning Area
- kk. Unincorporated area of South Service Planning Area
- ll. Client declined to answer
- mm. Client doesn't know

### **Subpopulation**

**Script:** The following set of questions help determine if you have unique housing needs, disabling conditions, or are experiencing chronic homelessness.

45. Did you become homeless for the first time in the last 12 months?
- a. Yes

- b. No → [Go to Question 47](#)
- c. Client declined to answer
- d. Client doesn't know

46. If yes, how many months have you been experiencing homelessness?

- a. 0 to 3 months → [Go to Question 51](#)
- b. 3 to 6 months → [Go to Question 51](#)
- c. 6 to 9 months → [Go to Question 51](#)
- d. 9 months to 12 months → [Go to Question 51](#)
- e. Client declined to answer → [Go to Question 51](#)
- f. Client doesn't know → [Go to Question 51](#)

47. Have you been living in one or more of the following conditions for at least the past year or more: in a shelter, on the streets, in abandoned buildings or in a vehicle?

- a. Yes
- b. No → [Go to Question 49](#)
- c. Client declined to answer → [Go to Question 49](#)
- d. Client doesn't know → [Go to Question 49](#)

48. If yes, how many years have you been experiencing homelessness continuously?

- a. 1 to 2 years → [Go to Question 51](#)
- b. 3 to 5 years → [Go to Question 51](#)
- c. 6 to 10 years → [Go to Question 51](#)
- d. 11 to 15 years → [Go to Question 51](#)
- e. More than 15 years → [Go to Question 51](#)
- f. Client declined to answer → [Go to Question 51](#)
- g. Client doesn't know → [Go to Question 51](#)

49. Have you been living in one or more of the following conditions at least four (4) times during the last three (3) years, including now: in a shelter, on the streets, in abandoned building or in a vehicle?

- a. Yes
- b. No → [Go to Question 51](#)
- c. Client declined to answer → [Go to Question 51](#)
- d. Client doesn't know → [Go to Question 51](#)

50. If yes, was the combined length of time on the streets 12 months or more?

- a. Yes
- b. No
- c. Client declined to answer
- d. Client doesn't know

51. Do you have any of the following disabling conditions that are ongoing and impact your ability to live independently?

- a. Cognitive impairments resulting from brain injury
  - i. Yes

- ii. No
- iii. Client declined to answer
- iv. Client doesn't know
- b. Post-traumatic stress disorder (PTSD)
  - i. Yes
  - ii. No
  - iii. Client declined to answer
  - iv. Client doesn't know
- c. Serious mental illness other than PTSD
  - i. Yes
  - ii. No
  - iii. Client declined to answer
  - iv. Client doesn't know
- d. Chronic physical illness
  - i. Yes
  - ii. No
  - iii. Client declined to answer
  - iv. Client doesn't know
- e. Physically disability
  - i. Yes
  - ii. No
  - iii. Client declined to answer
  - iv. Client doesn't know
- f. Developmental disability
  - i. Yes
  - ii. No
  - iii. Client declined to answer
  - iv. Client doesn't know
- g. Substance use disorder
  - i. Yes
  - ii. No
  - iii. Client declined to answer
  - iv. Client doesn't know

52. In the past 12 months, have you received treatment for alcohol or drug related issues?

- a. Yes
- b. No
  - i. If No, which of the following best describes why you did not receive treatment for alcohol or drug related issues?
    - a) I did not need treatment
    - b) I did not want treatment
    - c) I wanted treatment, but I could not access it
    - d) Other: \_\_\_\_\_
    - e) Client declined to answer
    - f) Client doesn't know
- c. Client declined to answer
- d. Client doesn't know

53. In the past 12 months, have you received treatment for mental health concerns or visited a mental health professional (therapist, psychiatrist, mental health clinic)?

- a. Yes
- b. No
  - i. If No, which of the following best describes why you did not receive treatment for mental health concerns or visited a mental health professional
    - a) I did not need treatment
    - b) I did not want treatment
    - c) I wanted treatment, but I could not access it
    - d) Other: \_\_\_\_\_
    - e) Client declined to answer
    - f) Client doesn't know
- c. Client declined to answer
- d. Client doesn't know

54. In the past 12 months, have you received treatment for medical concerns or visited a doctor?

- a. Yes
- b. No
  - i. If No, which of the following best describes why you did not receive treatment for medical concerns or visit a doctor? (HINT: read all options below:)
    - a) I did not need treatment
    - b) I did not want treatment
    - c) I wanted treatment, but I could not access it
    - d) Other: \_\_\_\_\_
    - e) Client declined to answer
    - f) Client doesn't know
- c. Client declined to answer
- d. Client doesn't know

55. Do you have health insurance?

- a. Yes
- b. No → [Go to Question 57](#)
- c. Client declined to answer
- d. Client doesn't know

56. What type of health insurance do you have?

- a. Medi-Cal
  - i. If Medi-Cal, is your Medi-Cal managed through CalOptima Health?
    - a) Yes
    - b) No
    - c) Client declined to answer
    - d) Client doesn't know
- b. MediCare
- c. VA Medical Services
- d. Employer Provided Health Insurance
- e. Private Pay Health Insurance

- f. Other: \_\_\_\_\_
- g. Client declined to answer
- h. Client doesn't know

### Closing Questions

57. Would you like us to contact a particular service or service provider after this survey to connect with you for services?

- a. Yes
  - i. Client First Name: \_\_\_\_\_
  - ii. Client Last Name: \_\_\_\_\_
  - iii. Client Contact Information: \_\_\_\_\_
  - iv. Client Frequent Location: \_\_\_\_\_
  - v. Client Identifying Characteristics: \_\_\_\_\_
  - vi. Service Provider Agency Name: \_\_\_\_\_
  - vii. Service Provider Case Manager Name: \_\_\_\_\_
  - viii. Service Provider Contact Information: \_\_\_\_\_
  - ix. Requested Service: \_\_\_\_\_
- b. No
- c. Client declined to answer
- d. Client doesn't know

58. Would you be open to providing your first name, last name and date of birth? This would allow us to conduct further research and analysis utilizing County databases and other data resources.

- a. Yes
  - i. First Name:
  - ii. Last Name:
  - iii. Date of Birth:
- b. No
- c. Client declined to answer
- d. Client doesn't know

59. Is there anything else you would like the County of Orange to consider as they develop and construct resources for those experiencing homelessness in the community?