



**Orange County Continuum of Care
Veterans Committee
August 3, 2023**

Welcome and Introductions

Eric Richardson, Chair

Meeting Agenda

1. Veterans Registry Data Review
 - a. Update on the Coordinated Entry System (CES) Veteran Registry data
2. Targeted Outreach for Veterans – Eric Richardson, Chair
 - a. Overview of targeted street outreach efforts towards three Veteran populations:
 - i. Older Adult Veterans (ages 65 and older);
 - ii. Veterans whose reported length of homelessness has been longer than ten (10) years; and
 - iii. Veteran Families (households with at least one minor child and one adult)
 - b. Update on progress thus far on the Veterans Affairs (VA), Supportive Services for Veteran Families (SSVF) and Care Coordination teams
3. Orange County Veterans and Military Connected Families Collaborative (OCVMFC) Ask the Questions Training Update
 - a. Presentation on previous work completed by OCVMFC on the Ask the Questions campaign
 - b. Update on next steps related to Ask the Questions training design and facilitation for the Orange County Continuum of Care (CoC)
4. CoC Update
 - a. 2024 Point in Time Count Planning Ad Hoc
5. Provider Feedback
 - a. Providers and members of the public are invited to share announcements, feedback and public comments related to Veteran homelessness

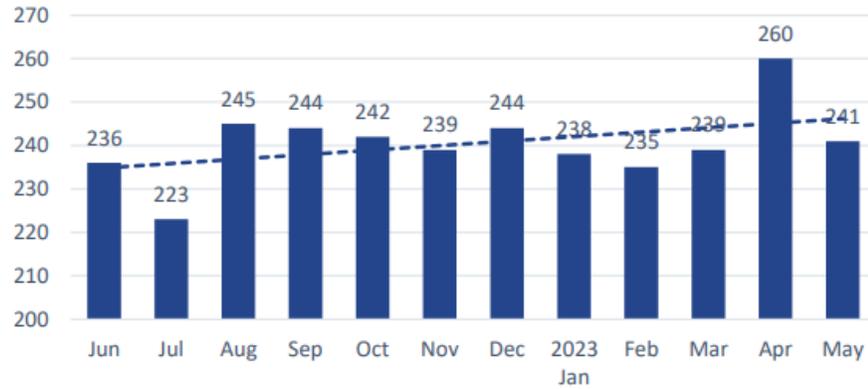
Business Calendar

**Orange County Coordinated Entry System
(CES) Veteran Registry Data Review**

Eric Richardson, Chair

Veteran Registry Dashboard

Homeless Veterans on Veteran Registry



Currently, there are 250 veterans on the Veteran Registry including 241 veterans experiencing homelessness. In the previous 12 months, 197 veterans have been housed in permanent, stable housing. Over 30 agencies, including the VA Community Resource and Referral Center, outreach providers, and shelter providers, continue to meet weekly to coordinate housing and services for veterans experiencing homelessness in Orange County. In the past 12 months, there has been a 2% increase in the number of veterans experiencing homelessness in Orange County.

Homeless Veterans
241

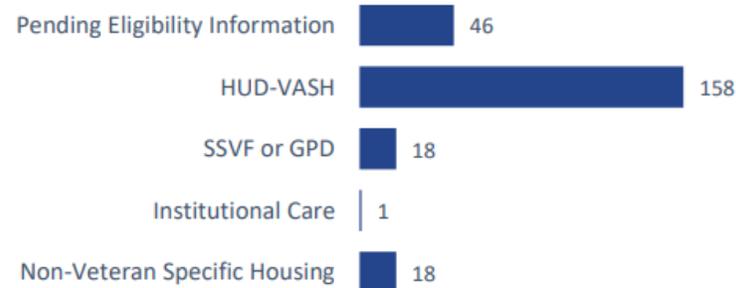
Veterans Housed
197

6/1/22-5/31/23

Inflow vs. Outflow by Month



Permanent Housing Plan



	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
INFLOW	46	30	54	35	52	28	21	15	23	33	38	34	409
OUTFLOW	50	48	40	36	43	41	15	38	23	31	21	23	409
OUTFLOW to Permanent Housing	28	23	21	15	19	16	5	22	14	17	6	11	197
OUTFLOW exceeded INFLOW	✓	✓		✓		✓		✓					
Homeless Veterans on Veteran Registry	236	223	245	244	242	239	244	238	235	239	260	241	

Targeted Outreach for Veterans

Eric Richardson, Chair

Business Calendar – Item #2

Targeted Outreach Planning

- Analyze data on the Veterans Registry (By Names List)
- Remove sheltered Veterans from the list, identifying only unsheltered Veterans
- Mapping of last known locations in North, Central and South Service Planning Areas (SPAs)
- Highlight last seen locations on Veteran Registry
- Confirm last location and notes on HMIS
- Split list into last known contact agency
- Review Veterans Affairs (VA) / Supportive Services for Veteran Families (SSVF) clients initially
- Tierney Center to take the lead on Family (households with at least one child and one adult)

Business Calendar – Item #2

Targeted Street Outreach Efforts

- Targeted outreach towards three Veteran subpopulations:

- i. Older Adult Veterans (ages 65 and older);
- ii. Veterans whose reported length of homelessness has been longer than ten (10) years; and
- iii. Veteran Families (households with at least one minor child and one adult)

AGE

62+

29%

76



LENGTH OF HOMELESSNESS

10+ YEARS

7%

18



HOUSEHOLD COMPOSITION

FAMILY WITH MINOR(S)

8%

22



	Number of households Experiencing Homelessness on Veteran Registry	Current Living Situation: Place not meant for habitation
Age over 65+	76	17
Length of Homelessness is 10+ years	18	7
Family with minor(s)	22	6

Business Calendar – Item #2

Coordination Partners

Lead Agencies

- Volunteers of America (VOA) Orange County Supportive Services for Veteran Families (OC SSVF)
- VA Long Beach
- Tierney Center for Veteran Services

Supporting Agencies

- VOA Orange County Care Coordination Team
- People Assisting the Homeless (PATH) Care Coordination Team

Business Calendar – Item #2

SSVF Coordination Efforts

- Review Outreach Case Conferencing List
- Update relevant SSVF Information regarding last known location and telephone number
- Identify enrollment status, documentation, contact, referrals, etc.
- Coordinate with SSVF Outreach Team and Care Coordination Team to go on field on specific days and times to contact specific Veterans on list.
- Communicate with SSVF Case Managers to fill in communication gaps and progress made during outreach contact.
- Report outreach data back to Outreach Case Conferencing List
- Follow up with weekly Veteran Registry Meetings to locate Veterans and provide updates

Business Calendar – Item #2

VA Coordination Efforts

- Review Outreach Case Conferencing List
- Update relevant VA Information
- Identify if Veteran is enrolled with VA Long Beach
 - ❖ If not enrolled, flagged for By Names List (BNL) follow up
- Identify if the Veteran is enrolled with US. Department of Housing and Urban Development - Veterans Affairs Supportive Housing (HUD-VASH)
 - ❖ If Veteran is enrolled with VASH, outreach will contact VASH Case Manager to coordinate and align communication
- Contact Veterans the day before or morning of, if location is not known
- Coordinate with Care Coordination Teams to conduct outreach in all 3 SPAs
- Report outreach data back to Outreach Case Conferencing List
- Follow up with weekly Veteran Registry Meetings to locate Veterans and provide updates

Business Calendar – Item #2

Next Steps

- Continue to deliver joint outreach to the highlighted Veterans in the three (3) groups
- Review data at the Tuesday Veteran Registry Weekly Meetings
- Include additional service providers such as Mercy House, Illumination Foundation, etc.
- Take report to CoC Board for review
- Coordinate with the Office of Care Coordination to engage Orange County Board of Supervisors with outcomes and feedback
- Report on progress at next Veterans Committee meeting

**Orange County Veterans and Military
Connected Families Collaborative
(OCVMFC) Ask the Questions**

Training Update

**Eric Richardson, Chair and OCVMFC
Representatives**

Business Calendar – Item #3

‘Ask the Questions’ Training

- Consider who can provide trainings and where trainings could take place
 - ❖ Veterans Committee members and Orange County Veterans and Military Connected Families Collaborative (OCVMFC) planning meetings
- Provide targeted training to all homeless outreach teams in Orange County
 - ❖ Include documents already available from OCVMFC on <https://www.ocvmfc.info/ask-the-questions-campaign>
 - ❖ Utilize ‘Ask the questions’ short video
- **Goals:**
 - Deliver 10–15-minute training sessions jointly between OCVMFC, Supportive Services for Veteran Families (SSVF), and Veterans Affairs (VA)
 - Arrange trainings throughout September 2023 and October 2023

Business Calendar – Item #3

'Ask the Questions'



ASK THE QUESTIONS

1. Have you or a family member served in the military?
2. Do you have any children?

- Reference: <https://d3ciwvs59ifrt8.cloudfront.net/25dedff9-a39c-4da7-8a09-05fe8ce2dd20/36a0396e-b664-4cef-b8ef-13dc6efcef15.pdf>

Assist veterans in obtaining stable housing by:

- Identifying families that qualify for veteran-specific housing programs.
- Addressing service-related barriers to stable housing.
- Collaborating effectively with military-veteran resources.

WHY ASK THE QUESTIONS?

The way to ensure military-veterans and their families receive services they need and deserve is to

ASK THE QUESTIONS!

Housing service providers encounter veterans, service members and military families, but they don't always know it.

Veterans do not always identify themselves or that they have children. They can be proud and isolated and tend to be more comfortable helping others than asking for help themselves.

At the same time, they may be dealing with homelessness or imminent homelessness, and other housing related challenges.



Pay attention to non-verbal cues, and show respect, curiosity and empathy.



Be aware that responsiveness and effective follow-up are critical to building trust and rapport.

Here are some questions that could be asked in the context of gathering information for more effective referrals and services.

- When did you/your family member serve?
What campaign era?
Which Branch?
- What was your/your family member's job while serving?
- How have you been impacted during your/your family member's military service?
- Are you experiencing any issues or stressors related to employment or financial needs?
- What is your/your family member's discharge type/status?
- Are you/your family member enrolled at or connected to the VA or other veteran resources or organizations for support and services?
- What reservations did you/your family have about coming in to seek assistance?
- Is there anything that might be a barrier to further seeking assistance?

When an individual or family applies for housing services, ASK THE QUESTIONS.

When the answer is YES, you may consider thanking them for their service.

You may also be able to help them identify and access veteran-specific housing programs, Family/Child services and benefits by asking these questions!

This will help you to start the conversation...

- Build rapport and demonstrate interest and initiate a starting point for housing
- Discuss barriers and discuss how the family feels they have housing issues
- Link to military/veteran resources and referrals, including VA and non-VA programs
- Identify any mental health and/or physical or medical issues impeding housing stability
- Identify potential sources of income and assess financial stability
- Identify needs of spouses, children or related family within the household
- Discuss areas of need during the housing process to assist with employment and budgeting, discharge status upgrade (if applicable), disability compensation, legal assistance and mental health needs within the whole household.

Continuum of Care Update
Sarah Jones, CoC Manager,
Office of Care Coordination

Business Calendar – Item #4

2024 Point in Time Count Planning Ad Hoc

- The U.S. Department of Housing and Urban Development (HUD) requires that Continuums of Care (CoC) across the nation complete a biennial unsheltered count and an annual sheltered count of all individuals experiencing homelessness in the community on a single point in time during the last 10 days of January.
- The Office of Care Coordination, in partnership with the Orange County CoC conducts an unsheltered Point In Time (PIT) count every two years in Orange County.
- At the July 26, 2023, CoC Board meeting, the CoC Board approved the recommendation to approve the Office of Care Coordination, as the CoC Collaborative Applicant, to conduct a 2024 PIT Count of sheltered and unsheltered persons experiencing homelessness in Orange County
- Further, the CoC Board approved the establish the 2024 PIT Count Planning Ad Hoc to include representatives from varies groups, such as:
 - ❖ People with Lived Expertise
 - ❖ CoC Board
 - ❖ Homeless Management Information System (HMIS) Lead Agency
 - ❖ Agencies primarily serving Transitional Age Youth (TAY)
 - ❖ Orange County Department of Education and/or McKinney-Vento Liaisons
 - ❖ Family Solutions Collaborative
 - ❖ Local City Representatives
 - ❖ Veterans Affairs (VA)

Business Calendar – Item #4

2024 Point in Time Count Methodology

- HUD provides guidelines on how to conduct the PIT Count as well as detail the data points to be collected, including but not limited to chronic homelessness, disabling conditions, demographic information such as single adults, families, and specific subpopulations, including veterans, victims of domestic violence and youth.
- The 2024 PIT Count process will have upgraded methodology, enhanced demographic data collection, needs and geographical locations where people are experiencing homelessness, based on lessons learned and feedback received during the 2022 PIT Count.
- Subpopulation specific efforts will be enhanced and include involvement of CoC Committees and local service providers who specialize in serving:
 - ❖ Transitional Aged Youth (TAY)
 - ❖ Families (households with at least one minor child and one adult)
 - ❖ Veterans
- The Office of Care Coordination will engage the Veterans Committee as the PIT Count planning continues.

Business Calendar – Item #4

Deadline for New Veterans Benefits

- The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act of 2022, known as the Honoring our PACT Act of 2022, was signed into law on August 10, 2022.
- The PACT Act expands Veterans Affairs (VA) health care and benefits for veterans exposed to burn pits, Agent Orange, and other toxic substances.
- Although veterans can apply for new PACT Act benefits at any time, veterans who [apply](#) or who submit their “[Intent to File](#)” by **August 9, 2023**, can receive retroactive benefits backdated to August 10, 2022 – the day that President Biden [signed the PACT Act into law](#).
- For more information, please visit the [PACT Act information page](#).

**Announcements, Closing Remarks
and Questions**

Eric Richardson, Chair

Next Meeting:

Thursday, September 21, 2023,
2:00 p.m. – 3:30 p.m.

Tierney Center for Veteran Services located at
1231 Warner Ave, Tustin, CA 92780

