



**Orange County Continuum of Care
Veterans Committee
September 21, 2023**

Welcome and Introductions

Eric Richardson, Chair

Meeting Agenda

1. Veterans Registry Data Review - Eric Richardson, Chair
 - 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 62 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 – Eric Richardson, Chair and Jeffrey Pagano, Convener Program Manager, OCVMFC
 - a. Presentation on previous work completed by OCVMFC on the Ask the Questions campaign in Orange County
4. Veterans Affairs (VA) Housing Conference Update - Eric Richardson, Chair
 - a. Update on presentation being given related to service approach for veterans experiencing homelessness in Orange County.
5. Provider Feedback - Eric Richardson, Chair
 - 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

Business Calendar – Item #1

Data review from 9/11/23:

- Current number of Veterans on the registry – 271 veterans
- Unsheltered – 160 veterans

Year added to the list:

- 2021 – 2 unsheltered
- 2022 – 21 unsheltered
- 2023 – 137 unsheltered

Targeted Outreach for Veterans
Eric Richardson, Chair

Targeted Outreach for Veterans

- Collaborative working: Veterans Affairs (VA), Supportive Services for Veteran Families (SSVF), Care Coordination, Outreach
- Case conferences every 2 weeks on specific 3 groups
- Data monitored from July 2023
- Shelter and / or Hotel offered to Veterans
- Extra support while in temporary accommodation
- Extra support towards finding housing
- Ongoing support if temporary accommodation is not accepted

Targeted Outreach for Veterans

Veterans over 62 years old: 45 Total

Current Status for Veterans over 62+	# of Veterans
Housed	8
Hotel	6
Shelter	7
Recuperative care	1
Working with client	16
No contact so far	3
Removed from By-Name List (BNL)	4

Targeted Outreach for Veterans

Veterans with homeless over 10+ years: 16 Total

Current Status	# of Veterans
Housed	5
Hotel	1
Shelter	1
No contact so far	3
Working with clients	5
Removed from BNL	1

Targeted Outreach for Veterans

Veteran Family Households with minor(s): 16 Total

Current Status	# of Veteran Families
Housed	3
Hotel	2
Moved outside OC	1
Friends	1
Working with the clients	5
No contact so far	4

Targeted Outreach for Veterans

Client numbers total: 115 total households

- **36** Veterans not on the street
- 16 housed
- 8 shelter
- 9 hotel
- 26 working with case managers
- 17 no contact / exited from Veteran Registry
- 1 moved out of County
- 1 with friends
- 1 recuperative care

Targeted Outreach for Veterans

Next steps:

- Unsheltered, chronically homeless (UCH) – 58 Veterans new to Targeted Outreach

Age Range of Veterans	Total UCH
70-74	9
60-69	19
50-59	19
40-49	18
30-39	15
27-29	6

Business Calendar – Item #2

Location of total unsheltered, chronically homeless Veterans

Cities	
Anaheim	15
Santa Ana	12
Huntington Beach	8
Garden Grove	7
Costa Mesa	6
Orange	5
Tustin	5
Westminster	4
Brea	3
Fountain Valley	3
Fullerton	3
Stanton	3
Refused	1
Cypress	1
Dana Point	1
La Habra	1
Irvine	1
Laguna Hills	1
Los Alamitos	1
Mission Viejo	1
Newport Beach	1
Placentia	1
San Clemente	1
Yorba Linda	1

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

Ask the Questions Training Update

Eric Richardson, Chair and

Jeffrey Pagano, Convener Program Manager, OCVMFC



ASK THE QUESTIONS

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



Faith Based Services

WHY ASK THE QUESTIONS?

Houses of Worship provide communities with an opportunity to come together with a shared purpose. For many, helping those in need is a key part of the mission. Many veterans, service members and families use a House of Worship as a “front door” for assistance or after their needs have gone unmet. The House of Worship’s connection to the veteran and their family can facilitate hopeful connections. However, the only way to know if someone is experiencing service-connected challenges is to ask!

ASK THE QUESTIONS

“Have you or a family member served in the military?”

“Do you have children?”

When the answer is “Yes”, you may consider thanking them for their service. You may also be able to find out more about their military experience which can help you and your group to provide the best possible services, support and referrals. Asking further questions will also help you to:

- Link to any needed resources and referrals, including non-profits in Orange County that serve veterans and their families.
- Enhance fellowship and find ways that your group can provide support
- Help them find a home “House of Worship” if they are looking for one
- Highlight their spiritual and religious practices that bring them comfort
- In engaging in pastoral counseling, identify mental health concerns that will need further diagnostic and treatment which will impact treatment goals.

When the answer is “No”, you may consider asking if they know of any veterans in the community.



Law Enforcement & First Responders

SERVE THOSE WHO SERVE BY:

*Keeping veterans, families, and communities safe in times of personal and family crisis.
Building trust and rapport with service members in difficult situations.
Partnering with other providers to help military children and spouses in crisis.*

WHY ASK THE QUESTION?

WHY ASK THE QUESTION?

Police officers, fire fighters, EMTs, and other first responders encounter veterans, service members, and military family members, but they don't always know it.

Veterans do not always identify themselves. They can be proud and silent, and tend to be more comfortable helping others than asking for help themselves—even when they are in some kind of trouble or crisis. Military life can impact an individual's safety in many ways and the safety of others. The best way to identify and respond effectively to service members and their families and veterans is to **ASK THE QUESTIONS!**

When you respond to a situation—on the road, at a home, or anywhere
ASK THE QUESTIONS:

**“Have you or a family member ever served in the military?”
“Do you have Children”**

WHEN THE ANSWER IS YES, you may consider thanking them for their service. You may then also be able to increase your understanding of the situation, and help them identify veteran-specific programs, services, and benefits. Asking further questions will also help you to:

- Build rapport and demonstrate interest and cultural competency
- Identify potential risk factors and better ensure the safety of all involved parties in difficult or escalated situations
- Identify emotional and psychological issues that may impact how best to approach an individual in distress (ie how to transport safely while recognizing triggers related to being restrained in front of family and or children)
- Link to any needed military and veteran resources and referrals, including VA and non-VA programs
- Identify individual and family/child support systems and resources
- Address perceived barriers to seeking support and services

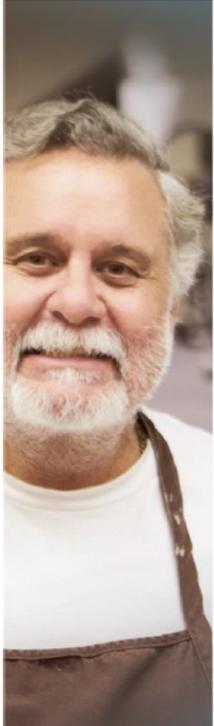
Following are some questions that could be asked in the context of gathering information for more effective referrals and services. Pay attention to non-verbal cues, and show respect, curiosity, and empathy. Also be aware that responsiveness and effective follow-up are critical to building trust and rapport.

- When did you/your family member serve? What service era? Which Branch?
- What was your/your family member's job while serving?
- In what ways may the situation you're dealing with now be connected to your/your family member's military service?
- What is your/your family member's discharge type/status?
- Did you/your family member experience deployment? If yes, where did you/your family deploy?
- Were you/your family member exposed to excessive noise, chemicals/gases/pesticides, explosions, or other hazardous substances?
- Have you/your family member been diagnosed with or see yourself as experiencing PTS (Post- Traumatic Stress) or TBI (Traumatic Brain Injury)
- Have you/your family member ever experienced Military Sexual Trauma?
- Have you/your family member ever experienced problems with anxiety/depression/anger management/substance use?
- Have you/your family member ever had thoughts of killing yourself or harming others?
- Are you/your family member enrolled/connected to the VA or other veteran resources or organizations for support or services?
- Is there anything that might be a barrier to seeking needed assistance in the future?



ASK THE QUESTIONS

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



Housing & Homelessness Services

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?

Housing service providers encounter veterans, servicemembers, 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. ***The way to ensure military-veterans and their families receive services they need and deserve is to ASK THE QUESTIONS!***

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.

The following are some questions that could be asked in the context of gathering information for more effective referrals and services. Pay attention to non-verbal cues, and show respect, curiosity, and empathy. Also be aware that responsiveness and effective follow-up are critical to building trust and rapport.

- 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?

**Veterans Affairs (VA) Housing
Conference Update
Eric Richardson, Chair**

Veterans Affairs (VA) Housing Conference Update

2023 VA Permanent Housing Conference, Dallas

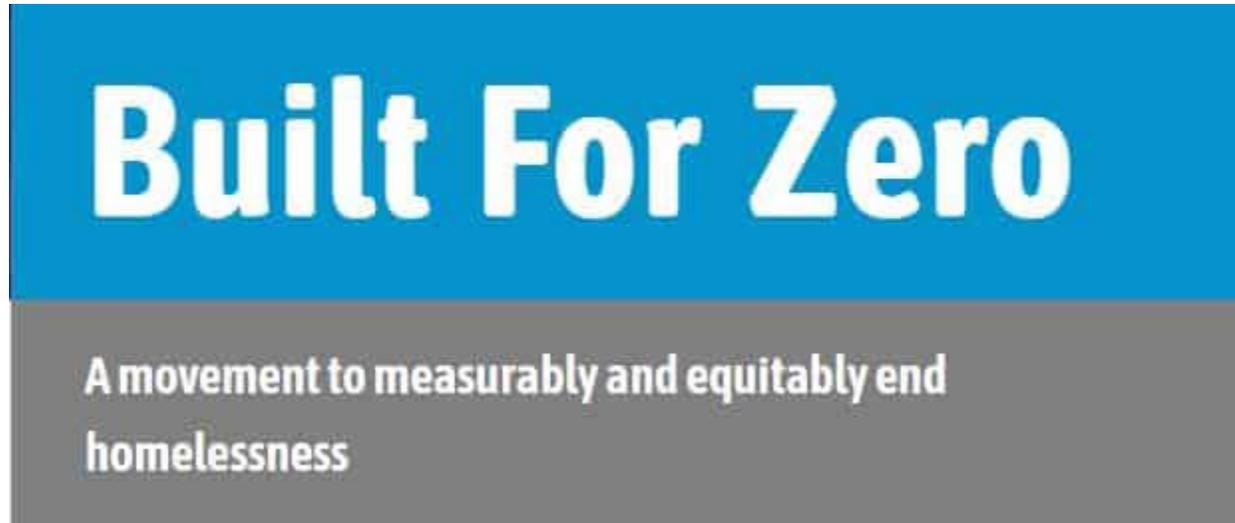
One Team Approach: Collaborating to End Homelessness Among Veterans.

Intensive, 2-day conference event will focus on various topics and solutions to collectively end homelessness among Veterans. The conference will include multiple plenary sessions, planning discussions and over 20 breakout topics for attendees to choose from

Veterans CoC Committee is presenting on:

- Veteran leadership as part of the Continuum of Care Board in Orange County
- Targeted Outreach across Veteran and Non-Veteran providers OC

**Announcements, Feedback, and
Public Comments**
Eric Richardson, Chair



Built for Zero is a movement, a methodology, and proof of what is possible. Over 100 cities and counties have committed to measurably ending homelessness for entire populations. Using data, these communities have changed how local homeless response systems work and the impact they can achieve. Together, they are proving that we can build a future where homelessness is rare overall and brief when it occurs.

Next Meeting:

Thursday, November 16, 2023,
2:00 p.m. – 3:30 p.m.

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

