

**ORANGE COUNTY CONTINUUM OF CARE
VETERANS COMMITTEE**

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

Location:
Tierney Center for Veteran Services
1231 Warner Ave.
Tustin, CA 92780

Committee Chair: Eric Richardson, Volunteers of America

Committee Members:

Audel Gonzalez, Individual
Becks Heyhoe, Orange County United Way
Melanie Martins, U.S. Department of Veterans Affairs
Sarah Nance, CalOptima Health
Jeffery Pagano, Orange County Veterans and Military Families Collaborative
Michael Ruiz, Volunteers of America
Jade Smith, Tierney Center for Veteran Services

MINUTES

Welcome and Introductions – Eric Richardson, Chair

Public Comments – Members of the public may address the Veterans Committee 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 Veterans Committee. Members of the public may address the Veterans Committee with public comments on agenda items after the Veterans Committee 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. In order to address the Veterans Committee, members of the public are to complete a Speaker Request Form prior to the beginning of each agenda item. Staff will call your name in the order received.

BUSINESS CALENDAR

- 1. Veterans Registry Data Review** – Eric Richardson, Chair
 - a. Update on the Coordinated Entry System (CES) Veteran Registry data**

Eric Richardson presented the following CES data. There are currently 241 veterans on the Veteran Registry. In the last 12 months, 197 veterans have been housed in permanent, stable housing.

2. Targeted Outreach for Veterans – Eric Richardson, Chair

a. Overview of targeted street outreach efforts towards three Veteran populations.

The three target Veteran populations are:

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

b. Update on progress thus far on the U.S. Department of Veterans Affairs (VA), Supportive Services for Veteran Families (SSVF) and Care Coordination teams

- Michael Ruiz shared that the SSVF teams have also collaborated with the North Orange County Collaborative (NOCC) for the targeted outreach. At this time, the SSVF teams have provided default shelter options on the Homeless Management Information System (HMIS) such as inquiring if veterans would like to be placed on the Shelter Bed Reservation community queue.
- Melanie Martins provided an update on the Care Coordination teams and shared that there is still internal coordination taking place in order to standardize the process such as the number of times of checking on the veterans on a biweekly basis. The Care Coordination teams are creating their own tracker and trying to standardize information but noting that only a specific amount of data points would be included in the tracker.
- Chair Eric Richardson noted that Amanda Brear went through the list of targeted street outreach for veterans and found discrepancies such as outdated living situations or other outdated information which impacted the list of targeted street outreach for veterans.

Committee Discussion:

- Chair Eric Richardson noted that he hopes to bring a bigger update to the next Veterans Committee meeting because he only recently started reaching out to targeted outreach veterans list.
- Becks Heyhoe inquired on the family households who have been contacted and shared that it would be great to bring the results to the CoC Board, as well as lessons learned and recommendations.
- Melanie Martins also clarified that at the VA, they do their best to ensure that veterans are not confused by the multiple case managers or VA staff.

Public Comments:

- Richard Owens inquired if there is data on the veterans who do not want to go into shelter in order to discuss other potential options. Additionally, Richard Owens asked the average number of times did it take a veteran to accept shelter.

3. Orange County Veterans and Military Connected Families Collaborative (OCVMFC) Ask the Questions Training Update – Eric Richardson, Chair and OCVMFC Representatives

a. Presentation on previous work completed by OCVMFC on the Ask the Questions campaign

Jeffery Pagano provided an update on the previous work completed by OCVMFC on the Ask the Questions campaign and shared that there will be presentation with Larissa Owens on the efforts at next Veterans Committee meeting.

b. Update on next steps related to Ask the Questions training design and facilitation for the Orange County Continuum of Care (CoC)

Chair Eric Richardson shared that the NOCC were very keen on the training and thought it would be a good idea to have refresher trainings.

Committee Discussion:

- Becks Heyhoe shared that a new initiative with CalOptima Health was being launched and inquired on the questions asked and information that was being gathered.

Public Comments:

- Gary Taylor inquired on the group size of the trainings and shared that CalAim has an Enhanced Case Management (ECM) course that is provided to approximately over 40 providers.
- Griffin Dooley shared that the trainings would be good to have at the Brown Bag events because the people at those events are more likely going to be having these conversations with veterans while conducting outreach.

4. CoC Update – Sarah Jones, CoC Manager, Office of Care Coordination

a. 2024 Point in Time Count Planning Ad Hoc

Sarah Jones provided background on the Point in Time Count and shared the plans of including representatives from various groups for the 2024 Point in Time Count Ad Hoc that will support with planning and implementation.

Committee Discussion:

- Chair Eric Richardson stated that it will be interesting to see how the data collected from the 2024 Point in Time contrasts from the Targeted Outreach for Veterans data.

Chair Eric Richardson asked Sarah Jones if the 2024 Point in Time data can be provided the next morning of the count to outreach to veterans immediately.

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.

- Amanda Brear shared that in Los Angeles County, there is an approach called “One Team” that is coordinated between the VA, SSVF, and all veteran services providers. The idea is to take this approach and implement in Orange County. Additionally, through the Welcome Home OC program, there has been an average of three (3) people housed almost every week and since December 1, 2022, to August 3, 2023, for a total of 52 people housed through WelcomeHome OC.
- Audel Gonzalez shared that many participants share a common story of having service providers making mistakes and that there is no due diligence. Audel Gonzalez asked who should be held accountable for these situations.
- Michael Ruiz shared that SSVF is trying to build shallow subsidy services for those enrolled in SSVF.
- Nicholas Ysassi announced that Working Wardrobes has a tour of the facility every fourth Wednesday of the month. For more information, please visit <https://www.workingwardrobes.org/tours/>.
- Jeffery Pagano provided updates on meetings from the OCVMF. Jeffery Pagano announced that the next general meeting is scheduled for September 28, 2023, at The Loge and that there will be a presentation and panels. Also, OCVMF is partnering with collaborative members the Orange County Family Courts to create a pilot program of services because the OCVMF has been seeing lots of issues with veterans and their families.
- Chair Eric Richardson promoted shallow subsidy services for maintaining housing and shared that prevention is needed to address the issue at prevention instead of literal homelessness. Chair Eric Richardson stated that another thing to advocate for is the creation of interim housing in Orange County. Chair Eric Richardson announced that the Stand Down is scheduled for September 13, 2023, which will be hosted at the Tierney Center and will provide information on veteran resources. For the Stand Down event, there will be transportation and pick up spots in each Service Planning Area (SPA).

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