

ORANGE COUNTY
SERVICE PROVIDER FORUM
Thursday, August 17, 2023
9:00 a.m. – 11:00 a.m.

Location:
The Salvation Army Orange County
Tustin Ranch Fellowship Hall
10200 Pioneer Rd, Tustin, CA 92782

Chair: Nishtha Mohendra, Families Forward

MINUTES

1. **Welcome and Introductions** – Nishtha Mohendra, Chair
 - a. Members of the public are invited to introduce themselves
2. **Service Provider Highlight:** CalOptima Health – Jasmine Awadallah, Program Manager, Program Development, Medi-Cal and CalAIM
 - a. Overview of Nonprofit Healthcare Academy Notice of Funding Opportunity

Jasmine Awadallah shared an overview on CalOptima Health and its commitment to create a comprehensive countywide approach to address and prevent homelessness. CalOptima Health will identify and onboard up to 20 community-based organizations (CBOs) who are interested in participating in the Nonprofit Healthcare Academy. This program supports CBOs in serving populations experiencing health disparities by offering technical assistance, skill-building sessions, one-on-one support, and tools to develop SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound) goals. It will also prepare CBOs for contracted partnerships in the healthcare sector. Following a four-month workplan, each CBO will receive a \$5,000 stipend for their time after participation in the Nonprofit Healthcare Academy is complete. The application deadline for this program is September 15, 2023, at 5 p.m. PST. The anticipated start date for this grant is November 1, 2023.

3. **Public Benefits Presentation** – Orange County Social Services Agency (SSA)
 - a. **Cal Fresh:** The CalFresh program is a federal nutrition program that helps eligible, low-income persons purchase food items necessary for their household. CalFresh is a federal and state funded program that provides Electronic Benefits Transfer (EBT) card with a benefit allotment depending on household size, income, and expenses. CalFresh has a Restaurant Meals Program for seniors, disabled persons, and homeless. A list of participating restaurants can be found at <https://www.ssa.ocgov.com/calfresh/calfresh/rmp>. CalFresh Emergency Allotments were distributed during the Public Health Emergency (PHE) but have ended as of April 2023.
 - b. **Medi-Cal:** Medi-Cal is California’s version of the federal Medicaid public health insurance program that provides no cost or low-cost health coverage to California residents who meet the program’s eligibility requirements. Medi-Cal has open enrollment all year round but needs to be renewed on an annual basis. Three months of retroactive Medi-Cal coverage can be requested at the time

of application and customers have up to one year from the date medical services were received to apply for retroactive coverage. Immigration status only affects the scope of coverage; individuals with Satisfactory Immigration Status (SIS) are eligible for full-scope Medi-Cal, where immigrants who do not meet SIS criteria may be eligible for restricted-scope Medi-Cal. As of April 2022, pregnant individuals are now eligible for full-scope benefits. In an additional expansion beginning May 2022, adults age 50 and older are now eligible for full-scope Medi-Cal coverage. During the PHE, counties stopped processing Medi-Cal annual renewals and were required to maintain continuous coverage. Covered California is a State health insurance marketplace that offers assistance through premium tax credits to subsidize the cost of healthcare.

- c. **General Relief:** General Relief is a Cash Assistance program funded by the County of Orange (County) that provides temporary cash aid to eligible adults who are lawful residents and are ineligible for other Federal or State programs. For individuals receiving General Relief, they may be required to participate in the CalFresh Employment and Training/General Relief Program.
- d. **CalWORKS:** California Work Opportunity and Responsibility to Kids (CalWORKS), also referred to as Temporary Assistance for Needy Families (TANF), is a cash aid program for low-income families to help meet basic needs. CalWORKS provides education, employment, and training programs to help families get jobs and move toward self-sufficiency. Adults are eligible for up to 60 months of assistance and children may receive cash aid until they turn 18. CalWORKS includes an employment services program called Welfare-to-Work (WTW) that is a mandatory program under the CalWORKS Act. WTW's goal is to move participants from welfare dependency to economic self-sufficiency through employment-focused and educational activities that lead to employment. WTW participants are provided with supportive services to remove barriers to employment, including childcare, transportation, domestic abuse services, behavioral health services, homeless/housing support, and Cal-Learn. The Cal-Learn Program serves pregnant and custodial teen parents under the age of 19 who are receiving CalWORKS and have not earned a high school diploma or equivalent. Cal-Learn provides fiscal incentives, supportive services, and intensive case management to support in the success of achieving a high school diploma or equivalent.

Public Questions

- Member of the public mentioned seeing community colleges with a CalWORKS office on campus and inquired if schooling can be an alternative to work opportunities for the WTW program.
- Member of the public inquired if there are still 16 days in the calendar year for the emergency motel vouchers for CalWORKS. A representative confirmed the member's inquiry and shared an update that the 16 days can be used in installments. The representative also provided information on possible extensions that can be given.
- Member of the public, a representative of a shelter that works with mothers, inquired if mothers are able to get cash aid for themselves and children if they are in the process of reunification through CalWORKS.
- Member of the public inquired what the eligibility is for CalWORKS regarding refugees. A representative responded that refugees are eligible as single adults.
- Member of the public inquired if a female or male going experiencing domestic violence can apply alone or if they must apply with children. A representative clarified that they can only apply for CalWORKS if they are caring for children.
- Member of the public inquired if there is a good resource for CalFresh and how to determine how much money they are eligible for.
- Member of the public inquired about the food boxes for CalOptima Health clients, and if the clients have to be disabled to qualify for the food box.

- Member of the public inquired what the maximum amount of savings are for CalFresh and Medi-Cal.
- Member of the public commented about the definition of disability being very broad, regarding the food boxes.
- Member of the public inquired about what documentation is necessary for undocumented individuals to access Medi-Cal and receive full scope coverage. Additionally, they inquired about documentation requirements for 50-year-olds. A representative responded that 50-year-olds automatically roll over from restricted scope to full scope coverage without documentation needed as long as they meet the income and eligibility requirements.
- Member of the public inquired what can be done for undocumented children under 18.
- Member of the public inquired if there is a way to split benefits for a household if there are undocumented members within the household.
- Jasmin Miranda, from the Office of Care Coordination, inquired about the Cash Assistance Program for Immigrants (CAPI) program and asked if the individuals that are immigrants have to be in the process of updating or getting their citizenship documentation to be eligible for benefits.
- Member of the public inquired if 50-year-olds also automatically qualify for other programs like CalFresh and not just for Medi-Cal. A representative responded that it does not qualify them for CalFresh.

4. Continuum of Care (CoC) Updates – Sarah Jones, CoC Manager, Office of Care Coordination

a. Sarah Jones provided the following CoC updates:

- **FY 2023 CoC Program Notice of Funding Opportunity (NOFO):** Sarah Jones provided an overview of the FY2023 CoC Program NOFO, noting that the HUD is making approximately \$2.7 billion in competitive funding available, including at least \$52 million available for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Bonus (DV Bonus) projects. The submission deadline for the FY2023 CoC Program NOFO is September 28, 2023, at 5:00 p.m. Pacific Daylight Time (PDT).
- **CoC Bonus, DV Bonus, and Reallocation Projects Request for Proposals:** On August 4, 2023, the County of Orange on behalf of the Orange County CoC made available FY 2023 Request for Proposals (RFP) for CoC Bonus, DV Bonus, and Reallocation Projects on the FY 2023 CoC NOFO webpage. The bid for this RFP started on August 4, 2023, at 4:50 p.m. (PDT) and ends on August 24, 2023, at 12:00 p.m. (PDT).
- **FY 2023 CoC Bonus, DV Bonus and Reallocation RFP: Panel Review Members Needed:** The County of Orange as the Collaborative Applicant for the Orange County CoC and is looking for local partners representative of those most impacted by homelessness to evaluate proposals as part of a panel review. There will be two separate panels, one for the CoC Bonus and Reallocation funding proposals and another panel for the DV Bonus funding proposals, and each panel will include at minimum three members.
- **Training Opportunity National Standards for the Physical Inspection of Real Estate (NSPIRE):** The Office of Care Coordination will be hosting a training on the NSPIRE on Thursday, September 14, 2023, from 1:00 p.m. – 2:00 p.m. This training will provide an overview of the NSPIRE and important guidance for CoC and ESG grant recipients that have housing obligations.
- **VAWA 2022 CoC and ESG Webinar Series:** HUD is sponsoring a webinar series about the Violence Against Woman Act Reauthorization Act of 2022 (VAWA 2022) to increase the capacity and knowledge of Emergency Solutions Grants (ESG) and CoC housing and homeless services providers about housing protections for survivors of domestic violence, dating violence, sexual assault, and stalking in homeless services systems. More information can be found on the HUD Exchange Website.
- **California Statewide Study of People Experiencing Homelessness:** The California Statewide Study of People Experiencing Homelessness (CASPEH), conducted by The University of California, San Francisco Benioff Homelessness and Housing Initiative (BHII), is the largest representative study

of homelessness in the United States since the mid-1990s. the study was released on June 20, 2023, and provides a comprehensive look at the causes and consequences of homelessness in California and recommends policy changes to shape programs in response. Dr. Tiana Moore, Policy Director of BHHI, presented on the CASPEH at the August 16, 2023, meeting of the Commission to End Homelessness.

5. Announcements, Closing Remarks and Questions – Nishtha Mohendra, Chair

- a. Members of the public are invited to share any announcements, ask questions and/or provide comments at this time.
 - A representative of Cambridge announced that Pathways of Hope is hiring a manager for one of their family shelters.
 - A representative from The Salvation Army announced that The Salvation Army is getting ready to open permanent supportive housing units in September 2023. The Salvation Army is looking for case managers for all their programs, including family services, Anaheim emergency shelters, and intensive case management. The Salvation Army are also working on a project with the Orange County Healthcare Agency’s Office of Population Health and Equity. In November, The Salvation Army was awarded a Social Determinants of Health (SDoH) grant and are working with United American Indian Involvement (UAI) to house 50 American Indian/Alaska Natives (AI/AN) by May 2024.

6. Networking

- a. Dedicated time to network and connect with local partners.

Next Meeting: Thursday, November 9, 2023, from 9:00 a.m. – 11:00 a.m.

For more information on CoC Board and Committee Meetings, the CoC email distribution list, or how to become part of the CoC General Membership, please visit the CoC Webpage at <https://ceo.ocgov.com/care-coordination/homeless-services/continuum-care> or contact the Office of Care Coordination at CareCoordination@ocgov.com

Learn more about how we can help!



Medi-Cal

Public health insurance for children and adults with limited income and resources



CalFresh

California's supplemental nutrition assistance program (formerly known as Food Stamps)



CalWORKs

California's cash aid program helps families with children meet their basic needs and offers education, training and employment programs



General Relief

General Relief provides temporary cash aid to eligible indigent adult residents



In-Home Supportive Services

Provides support to elderly, blind or disabled residents who may not be able to care for themselves at home safely without assistance

To apply or check on existing case information:

NEW
Website!



By phone:
(800) 281-9799
6:30 a.m. to 8 p.m.
Monday - Friday



In person:
Find an SSA Office at
<https://ssaregionlocator.ocssa.net>

Online: www.benefitscal.com

For general information: ssa.ocgov.com

Five Ways To Get Food

Contact the County of Orange Social Services Agency

Update your contact information and report changes in expenses or income to maximize benefits



By fax:
(714) 645-3489



Online:
www.benefitscal.com



In person or by mail:
Find an office at
ssaregionlocator.ocssa.net



By phone:
(800) 281-9799

Call WIC if you have children under 5-years-old for extra food benefits



By phone:
(888) 968-7942

Call Office on Aging if you are 60 or older to find a senior center offering free meals



By phone:
(714) 480-6450

Visit OC Links and Referral Line to find free food and groceries near you



Online:
www.findhelp.org

Contact CalFresh HealthyLivingOC for meal planning tips & info



Online:
www.eatfresh.org



By email:
healthylivingoc@ochca.com



By phone:
(833) 464-4562

Explore additional Orange County food resources
Dial 2-1-1 or visit www.211oc.org





BenefitsCal

Skip the line Apply online

BenefitsCal.com



MyBenefitsCalWIN.org will no longer be available after April 20, 2023.

Need More Information or Help?

-  Watch BenefitsCal How-To Videos at benefitscal.com/Help/HCOVID
-  Call (800) 281-9799 6:30 a.m. to 8 p.m. M-F
-  Visit one of our lobbies 8 a.m. to 5 p.m. M-F
-  Go to ssa.ocgov.com for office locations and info about our services

How to connect with us?



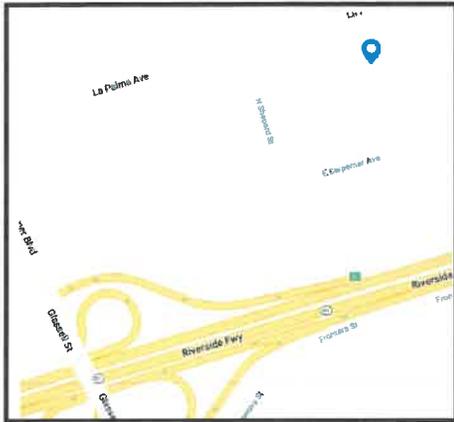
Online:
www.BenefitsCal.com



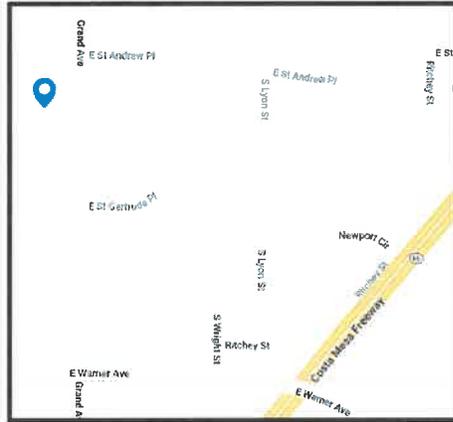
By phone: (800) 281-9799
Monday-Friday 6:30 a.m. to 8 p.m.



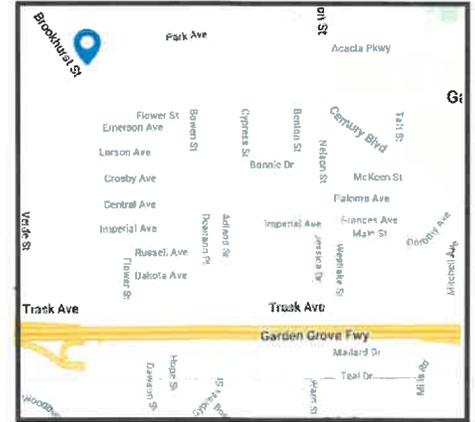
Visit one of our offices:



Anaheim Regional Center
3320 E. La Palma Avenue
Anaheim, CA 92806



Santa Ana Regional Center
1298 S. Grand Avenue, Bldg. B
Santa Ana, CA 92705



Garden Grove Regional Center
12912 Brookhurst Street
Garden Grove, CA 92840



Laguna Hills Regional Center
23330 Moulton Parkway
Laguna Hills, CA 92653

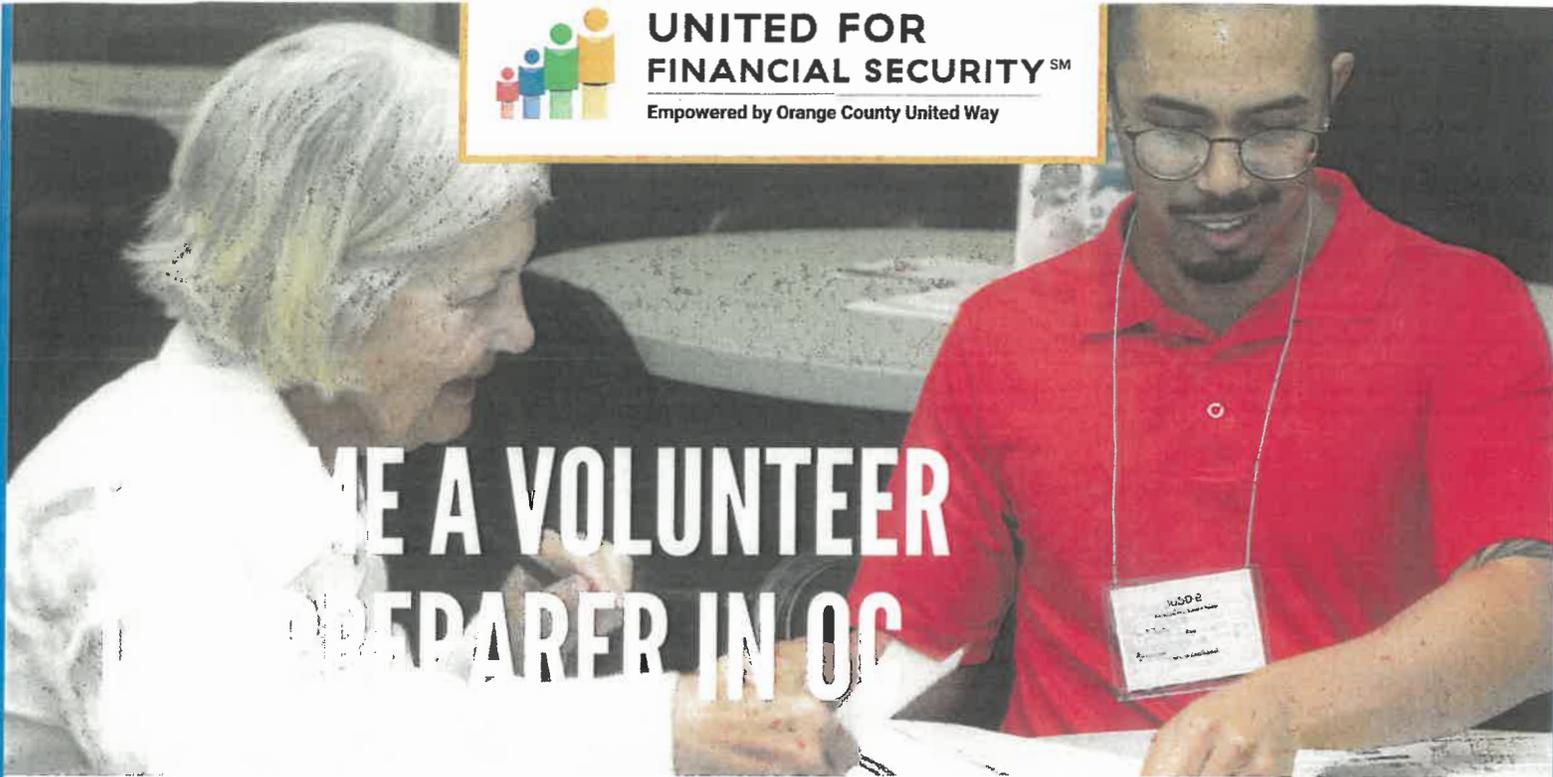


County Community Service Center
15496 Magnolia St.
Westminster, CA 92683



**UNITED FOR
FINANCIAL SECURITYSM**

Empowered by Orange County United Way



BE A VOLUNTEER TAX PREPARER IN OC

Develop your professional skills while helping OC residents keep more of their hard-earned money.

Join Orange County United Way's OC Free Tax Prep program by becoming a certified **Volunteer Income Tax Assistance (VITA)** volunteer for the coming tax season. **No prior experience is required!**

OC Free Tax Prep provides free tax preparation services to low-income families in Orange County, helping them keep more of their hard-earned money.

With a dedicated team of **over 400 volunteers** by your side, you'll take advantage of a unique opportunity—allowing you to boost your resume with real-world tools and skills, interact directly with local taxpayers, meet volunteer hour requirements, and much more—all while showing that you care for our community.

Volunteer Roles Needed: Interpreter | Greeter | Tax Preparer

Volunteer training will be provided by the IRS and Orange County United Way, taking place online and in person from November through January.

Visit ocuw.to/vita-student or scan the **QR code** below to get started!



Questions? For more information, please contact VITA@UnitedWayOC.org



- Boost Your Resume
- Interact Directly with Taxpayers
- Receive a Free IRS Certificate
- Gain Professional Experience





SUCCESS COACH PROGRAM

Seniors, families, and couples participate in coaching and education programs that empower them to create and achieve life goals. Seniors, families, and couples are existing CAP OC participants. Contact staff for the next series of classes: **714.406.5128**



Born of the War on Poverty, Community Action Partnership of Orange County (CAP OC) has worked to enhance the quality of life here since 1965. We boldly address the root causes of poverty and advocate for change through systemic reforms, social justice and racial equity. We live and work in the neighborhoods we so passionately serve—coming together from all backgrounds and experiences to stabilize, sustain and empower individuals and families so they may build stronger communities.

Learn more at www.capoc.org




COMMUNITY ACTION PARTNERSHIP
ORANGE COUNTY

SERVICES & PROGRAMS

(and how to access them)



WORKFORCE DEVELOPMENT

Job training, mentorship, supportive services and job placement. Eligibility for job placement: Work Permit or Social Security Number required. Call: **714.944.3461**



HEALTHY COMMUNITIES

Programs to empower youth, families and communities to improve health: such as eating better, getting more physical activity, living cigarette/vape free, and healing through creative expression. Call: **714.907.4105**



HOMELESS PREVENTION

Rental Assistance/ Financial Empowerment Education. Requirements vary by city, please contact program coordinator for further information: faguilar@capoc.org



ANAHEIM INDEPENDENCIA FAMILY RESOURCE CENTER

Counseling, Case Management, Information & Referral, Family Stabilization, Food/ Diaper Distribution, Family Success Coach Program, Meals on Wheels for seniors, Stand up for Kids. Call: **714.826.9070**



EL MODENA FAMILY RESOURCE CENTER

Counseling, Case Management, Information & Referral, After School Program, Teen Program, Food/ Diaper Distribution, Family Success Coach Program, Meals on Wheels for seniors. Call: **714.532.3595**



SOUTHWEST COMMUNITY CENTER

Daily Hot Lunch to go, Rental Assistance, Drive thru Food & Diaper Distribution, Information and Referral. Call: **714.547.4073**

CLEMENTINE MOBILE FOOD TROLLEY

Clementine provides families with children under 18 with no-cost food & other goods across Orange County. For more info, email clementine@capoc.org or visit capoc.org/oc-food-bank to see our Trolley Calendar for the next Trolley stop.



SENIOR FOOD BOX

Receive a monthly food box. Participants must be 60 years or older and meet monthly income requirements. Photo I.D. required. Call: **714.667.0717**



CALFRESH

Apply for a debit card to obtain free food from grocery stores. Eligibility: At least one participant with SSN in same household and meet monthly income requirements. Contact **714.733.8679** or ddiaz@capoc.org



DIAPER BANK

Families with children can pick up diapers from our network of partner organizations delivered by Tom Tom the Diaper Bank truck. Visit capoc.org/diaperbank



UTILITY ASSISTANCE

Utility bill assistance once a year. Eligibility: Income & *SSN required (*at least one family member over age of 18). Call: **714.839.6199**



WEATHERIZATION/HEALTHY HOMES

No cost home improvements, to save energy and money. Eligibility: Income & *Social Security Number required (*at least one family member over the age of 18). Call: **714.839.6199**



ENERGY SAVINGS ASSISTANCE

Older refrigerator, washing machine, other appliance replacement. Eligibility: Income OR participation in MediCAL, CalFresh, WIC, Nat'l School Lunch, SSI or other state/federal programs from approved list. Call: **714.719.6491**

What Is Asthma Remediation?

- Physical modifications to a home environment to ensure health, welfare, and safety of the individual
- Enables the individual to function in their home
- Prevents acute asthma episodes that could result in the need for emergency services and hospitalization

Who Is Eligible?

- CalOptima Health members with poorly controlled asthma as defined by:
 - Emergency department visit or hospitalization
 - Two sick or urgent care visits in the past 12 months
 - Or a score of 19 or lower on the Asthma Control Test (www.asthmacontroltest.com)



Who We Are

Born of the War on Poverty, Community Action Partnership of Orange County (CAP OC) has worked to enhance the quality of life here since 1965. We boldly address the root causes of poverty and advocate for change through systemic reforms, social justice and racial equity. We live and work in the neighborhoods we so passionately serve – coming together from all backgrounds and experiences to stabilize, sustain and empower individuals and families so they may build stronger communities.

In 2023, we started offering Asthma Remediation services in partnership with CalOptima Health through their California Advancing and Innovating Medi-Cal (CalAIM) Community Supports program.

Community Action Partnership of Orange County

11870 Monarch St.

Garden Grove, CA 92841

714-839-6199

calaimsupport@capoc.org

www.capoc.org

CalOptima Health, a Public Agency



CalAIM Community Supports: Asthma Remediation

Have you, or a loved one, been diagnosed with Asthma? Are you a CalOptima Health member (or eligible for Medi-Cal)?

Community Action Partnership of Orange County has partnered with CalOptima Health to provide Asthma Remediation services for eligible members.



Examples of Asthma Remediation Services

- **Allergen-Impermeable Mattress & Pillow Dust Covers:**
Reduce the amount of settled dust mites on mattresses & pillows as well as soft bedding where dust is easiest to collect
- **High-Efficiency Particulate Air (HEPA) Filtered Vacuums:**
Minimize dust, dander and other common allergens in the home
- **De-Humidifiers:**
Reduce the amount of moisture in the air as well as reduce the growth of mildew
- **Air Filters:**
Remove dust, dirt, smoke, aerosols, odors, viruses, molds, bacteria & other particles & pollutants from the air
- **Ventilation Improvements:**
Modifying vents & fans & focusing on the general air flow in the home can create a healthy & safe environment

Common Environmental Triggers



Mold



Pets



Dust



Rodents



Gas Stoves & Space Heaters



Wood & Tobacco Smoke



Chemical Irritants

Contact Us Today

Contact us to see if you qualify for no-cost Asthma Remediation services. If you are eligible, we will come to your home to do an assessment and determine what measures we can provide to remove or reduce triggers in your home.

You must be a CalOptima Health member and have an asthma medical diagnosis.

Benefits of Asthma Remediation

- Improved Health Outcomes
- Lower Care Costs
- Increased Quality Care
- Increased School Attendance

Studies show that preventative & remediation measures can:

- Reduce asthma symptoms days by 56%
- Help increase well-controlled asthma between 23-65%
- Decrease wheezing by 36% & decreased Rhinitis among adults by 43%
- Decrease Emergency Department visits of children with asthma by 42% & Urgent Care visits by 37%
- Reduce in-patient hospitalizations by 71%

