THE QUARTERLY UPDATE

Office of **CARE COORDINATION**

October - December 2023

Welcome to the Office of Care Coordination's winter edition. Included in this issue is the 2024 Point In Time (PIT) Count, PIT volunteer opportunities and donation information, Continuum of Care Board and Shelter Updates.

Office of Care Coordination Updates

2014 Orange County Point in Time Count

The Point In Time Count is a count and survey of people experiencing homelessness on a given night during the last ten days in January. The Point In Time Count provides vital information that helps the County of Orange (County) and the Orange County Continuum of Care (CoC) better understand homelessness in the community and guides the response to homelessness. In 2024, the Point In Time sheltered count will occur on the night of January 22, and the Point In Time unsheltered count will begin the next morning on Tuesday, January 23 through Thursday, January 25, 2024.

Volunteer opportunities for the 2024 Point In Time Count Everyone Counts OC are available within your Service Planning Area (SPA), and include early morning and late evening options. Please click on the link for the Deployment Center you want to volunteer in, and the link will take you to a registration form.

To volunteer in Central SPA on Tuesday, January 23, 2024:

• **Freedom Hall** located at 16801 Euclid St, Fountain Valley, CA 92708

• **County Administration South** located at 601 N Ross St, Santa Ana, CA 92701

To volunteer in North SPA on Wednesday, January 24, 2024:

• **Fullerton Public Library** located at 353 W Commonwealth Ave, Fullerton, CA 92832

• **Orange County Social Services Agency (SSA) Anaheim Regional Center** located at 3320 E La Plama Ave, Anaheim, CA 92806

To volunteer in South SPA on Thursday, January 25, 2024:

• **El Toro Library** located at 24672 Raymond Way, Lake Forest, CA 92630

• **Laguna Niguel Library** located at 30341 Crown Valley Pkwy, Laguna Niguel, CA 92677 **Detailed**

information regarding the 2024 Point in Time Count is outlined in the following pages.

Everyone Counts in Orange County!

What: The Point In Time Count is a count and survey of people experiencing homelessness on a given night during the last ten days in January. The Point In Time Count provides vital information that helps the County of Orange (County) and the Orange County Continuum of Care (CoC) better understand homelessness in the community and guides the response to homelessness in Orange County.

Why: The U.S. Department of Housing and Urban Development (HUD) requires over 400 CoC jurisdictions across the nation to complete a biennial unsheltered count and an annual sheltered count of all individuals experiencing homelessness on a single point in time during the last ten days of January.

The Orange County 2024 Point In Time Count will provide information regarding:
- Number of people experiencing homelessness in Orange County
- Locations of where people experience homelessness within Orange County
- Demographics of individuals and families experiencing homelessness
- Subpopulation data such as number of Veterans, Transitional Age Youth (ages 18 to 24) and Seniors (age 62 and older)
- Number of people affected by disabilities, including physical and mental health concerns

This information helps the organizations working to address homelessness in Orange County identify which services are needed, identify trends and changes in demographics over time and decide how best to work together to collaboratively solve this complex social issue.

How: The Orange County 2024 Point In Time Count will be conducted in partnership with street outreach agencies, homeless service providers, local experts, including law enforcement agencies and people with lived experience of homelessness. The County contracted with City Net to compile geographical data on hotspot locations for the Orange County 2024 Point In Time Count maps. Maps will be created for each city in Orange County and will guide where volunteers are deployed to canvas and survey people experiencing unsheltered homelessness. The Orange County geographical region will be canvased at least two times by teams composed of one Team Captain and two to three Field Surveyors. Surveying teams will deploy from one of six geographically appropriate Deployment Centers that will be active between January 23-25, 2024.

When: The County and the Orange County CoC will conduct the sheltered count the night of Monday, January 22, 2024, and the unsheltered count starting the morning of Tuesday, January 23, 2024, through Thursday, January 25, 2024. One Service Planning Area (SPA) will be counted per day.

Central SPA - January 23 | North SPA - January 24 | South SPA - January 25

Here's How You Can Get Involved:

Volunteer Opportunities: More than 1,000 volunteers are needed to serve at Deployment Centers and in the field to support the Orange County 2024 Point In Time Count. Early morning and late evening shifts for a variety of volunteer roles are available for each event date and Service Planning Area (SPA). Shifts are available for each event date and SPA.

- **Deployment Center Set-Up Volunteers** will assist with setting up the Deployment Centers. This volunteer role assists with greeting Field Surveyor Volunteers, Team Captain Volunteers and approved guests when they arrive. These volunteers will provide vehicle traffic control, distribute t-shirts and mapping supplies to Field Surveyor Volunteers, and help deploy Field Surveyor Volunteers into the field.

- **Field Surveyor Volunteers** will assist in canvassing assigned geographical areas and surveying people experiencing unsheltered homelessness during the event. This volunteer role will be placed within a team consisting of a Team Captain and up to three additional Field Surveyor Volunteers.

- **Team Captain Volunteers** are responsible for leading a team of Field Surveyor Volunteers during the event. This volunteer role is responsible for navigating maps, understanding the Survey123 mobile application, being familiar with specialized survey components, and knowing emergency protocols.

- **Deployment Center Clean-Up Volunteers** will assist with cleaning up the Deployment Centers. This volunteer role assists with welcoming back Field Surveyor Volunteers and Team Captain Volunteers from their field assignments, providing vehicle traffic control, collecting mapping and incentive supplies from Field Surveyor Volunteers, and cleaning up after the event.

All volunteers must be 18 years or older and complete training specific to their chosen volunteer role.

Additional Ways to Support: Donations support the coordination efforts of the Orange County 2024 Point In Time Count. Contributions will be distributed to volunteers and individuals and families experiencing homelessness encountered during the Orange County 2024 Point In Time Count for participating in a survey.

Items needed to make this event possible include:
- 6,000 snack kits
- Cases of water bottles
- Rain ponchos
- $25 gift cards to grocery stores
- $5 gift cards to food establishments
- Monetary donations to obtain the above items

SCAN TO LEARN MORE

VOLUNTEERS NEEDED

Help Ensure Everyone Counts in Orange County!

The Orange County 2024 Point In Time Count is part of a national effort to count and survey individuals and families experiencing unsheltered homelessness on a given night during the last ten days in January. Volunteers are needed to support the event during early morning and late evening shifts on the following dates:

TUE, JAN 23, 2024
Central Service Planning Area

WED, JAN 24, 2024
North Service Planning Area

THU, JAN 25, 2024
South Service Planning Area

SCAN THE QR CODE TO REGISTER

or visit <u>EveryoneCountsOC.org</u> to learn more!

All volunteers must be 18 years or older and will be required to complete training specific to their chosen volunteer role.

DONATIONS NEEDED

Help Ensure Everyone Counts in Orange County!

The Orange County 2024 Point In Time Count is part of a national effort to count and survey people experiencing homelessness on a given night during the last ten days in January. City Net is looking for donations to help ensure Everyone Counts in Orange County! Donations to the event will be distributed to volunteers and individuals and families experiencing unsheltered homelessness encountered during the Orange County 2024 Point In Time Count for participating in a survey.

Items needed to make this event possible include:

- 6,000 snack kits
- Cases of water bottles
- Rain Ponchos
- $25 gift cards to grocery stores
- $5 gift cards to food establishments
- Monetary donations to obtain the above items

SCAN TO LEARN MORE

Questions? Email Info@EveryoneCountsOC.org or visit EveryoneCountsOC.org

Continuum of Care Updates

Continuum of Care Board Nomination & Election

The Continuum of Care (CoC) Board nomination and election process is held annually from September through December, with the CoC Board members being elected by the CoC General Membership in December and seated in January of the new calendar year. The Office of Care Coordination and Nominating Ad Hoc on behalf of the Orange County CoC facilitate the annual CoC Board nomination and election process. The CoC Board approved the 2023 CoC Nominating Ad Hoc's recommended revisions to the CoC Board Governance Charter on October 25, 2023, which notably included:

- Change of total number of CoC Board seats from 19 to an odd number between 17 and 21.
- Removal of minimum number of years of experience required for CoC Board membership and officer eligibility.
- Removal of designated seats and replacement with minimum number of people who have specified identities, experiences, and backgrounds.
- Inclusion of at least 30% of the CoC Board must have current or past lived experience of homelessness.
- Inclusion of minimum number of people with specific identities/experiences, including people who are Black, Indigenous or Native American, People of Color (BIPOC), and Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, and Asexual (LGBTQIA+), disabled, neurodivergent, and/or older adults.

The results of the 2023 CoC Board nomination and election process yielded a broader representation of Orange County CoC partners, specifically the addition of diverse identities, background, and experiences of key partners in the community.

Coordinated Entry System Policies and Procedures

On December 20, 2023, the Continuum of Care Board approved updated Coordinated Entry System (CES) Policies and Procedures. The updated CES Policies and Procedures are available here. The key policy changes are summarized below:

1. **CES for Survivors** was incorporated into the CES Policies and Procedures, including the key components of CES (access, assessment, prioritization and referral).
2. The following **CES Assessments** were approved: Pre-Assessment Screening, Shelter Assessment, Housing Assessment, Survivor Assessment, Stepping Up Assessment, Moving On Assessment and Prevention Assessment.
3. A **Disaster Prioritization Policy** was adopted for prioritizing resources in the event of a local, state or national disaster.
4. **Clarifying Language** was adopted related to expanding resources available through CES, definitions and regulations, roles and responsibilities, the use of case conferencing and exits from CES.

Supportive Housing Projects

From October through December 2023, people experiencing homelessness began moving into the following supportive housing projects in Orange County:

- Ascent
- Center of Hope
- Clara Vista
- Iluma Legacy Square
- Mesa Vista
- Mountain View

Shelter Updates

Advance OC - Shelter Survey initiative

The Office of Care Coordination supported Advance OC, a non-profit organization contracted to conduct the Older Adults Needs Assessment for individuals 55 years and older, in November 2023. The assessment was conducted by Advance OC at the following County of Orange's funded shelters with the goal of identifying the needs of older adults to support Orange County's Master Plan for Aging and gaps in services.

A total of 118 surveys were completed and individuals who participated in the survey received a gift card to compensate them for their time. The data gathered from participants will be used to inform the Orange County's Master Plan for Aging about the specific needs of older adults in Orange County.

Shelter Name	Agency	Date	Number of Assessments Completed
Bridges at Kraemer Place	Mercy House	November 14, 2023	**38**
Yale Navigation Center	PATH	November 16, 2023	**40**
North Harbor	American Family Housing	November 21, 2023	**20**
Oasis	American Family Housing	November 16, 2023	**20**
Total			**118**

Annual Shelter Monitoring

The Office of Care Coordination provides funding for 14 emergency shelters programs (Programs) with various funding streams including Homeless Housing Assistance and Prevention (HHAP), State Emergency Solutions Grant, and Federal Emergency Solutions Grant. The purpose of the annual monitoring is to provide technical assistance to the Program provider and review the Program's services, operations and activities while also ensuring compliance with Federal and State funding regulations, as well as implementation and compliance with the County of Orange Standards of Care for Emergency Shelter Providers (Standards of Care). The monitoring provides an opportunity to confirm compliance with site habitability regulations and to provide an in-depth review of the Standards of Care to ensure all policy and procedure obligations are in place for the administration and safe operations of the program, as well as to address any concerns regarding the Standards of Care.

During each annual monitoring, the Office of Care Coordination's shelter team reviews the policies and procedures, participant files, and completes an on-site review of the facility. The shelter team has worked diligently with each shelter provider each fiscal year to provide guidance about the process overall and to provide any assistance needed along the way. At the end of each monitoring season, the Office of Care Coordination provides a close-out letter to the providers that details all items that are not in compliance with their contractual obligations and the Standards of Care and are given a timeline to address the concerns and/or findings identified. The Office of Care Coordination is thankful for the cooperation from the providers during the annual monitoring process and looks forward to their continued collaboration.

Shelter Updates (continued)

Homekey Update

Building on the success of Project Roomkey and the first round of Homekey, the Homekey Round 1 Interim Housing Services Program provided up to 132 non-congregate shelter beds to individuals experiencing homelessness in Orange County. Since Homekey Round 1 began services in November 2020, 227 participants have been served, with 63 percent exiting into permanent housing. The Stanton Inn Suites contract concluded on June 30, 2023; the site has successfully transitioned into permanent supportive housing under the name of Illuma. The Tahiti Motel contract is expected to be closed out in the coming weeks as the provider works to transition their last participant into their housing opportunity. Once the contract ends, the property will be fully transitioned into permanent supportive housing under the name Clara Vista.

Homekey Round 2 Interim Housing Services Program (Program) continues a statewide effort to sustain and rapidly expand housing for persons experiencing homelessness and provided non-congregate shelter beds to individuals experiencing homelessness in Orange County. The Homekey Round 2 Program began services for participants in October 2022, in the City of Anaheim and the City of Huntington Beach. Since the Program began services, 248 participants have been served, with 24 percent exiting into permanent housing, thus far. The next phase of Homekey Round 2 will be transitioning its operations from interim housing to permanent supportive housing. The North Harbor property located in the City of Anaheim is expected to begin the construction phase of the transition in the coming month. As the Homekey Round's Program ramps down, the providers are working closely with participants to ensure they are connected to permanent housing before the end of the Program.

Shelter Updates continued

Pulse for Good Experience Feedback Program

The Office of Care Coordination, in collaboration with CalOptima Health and Pulse for Good, has partnered with 11 homeless service providers throughout Orange County to identify ways to improve service delivery amongst people at-risk of homelessness or experiencing homelessness. The purpose of this pilot program is to collect data via a user-friendly survey utilizing a self-service kiosk that allows for anonymous feedback from individuals seeking services. With this pilot program, homeless service providers will be able to collect valuable feedback from individuals receiving their services and implement changes to enhance service delivery. The Office of Care Coordination completed the onboarding process with participating homeless service providers, established the Pulse for Good Steering Committee, and will continue to provide ongoing support to ensure ongoing collaboration amongst stakeholders.

For more information on the work of the Office of Care Coordination, please contact **carecoordination@ocgov.com**