Policies, Procedures and Standards Committee
August 10, 2021

Welcome and Introductions

Maricela Rios-Faust

Policies, Procedures and Standards (PPS)

Committee Chair

Public Comments

Maricela Rios-Faust

PPS Committee Chair

PPS Committee Updates
Zulima Lundy, CoC Manager

PPS Committee Updates

- Homeless Management Information System (HMIS) Policies and Procedures review Process

- HMIS Agency Access Working Group

- Lived Experience Advisory Committee

Orange County CoC Needs Assessment Findings

Zulima Lundy, CoC Manager

Julie McFarland and Rhie Morris, MDG

Outreach Grid and HMIS

Zulima Lundy, CoC Manager

Soo Kang, North Orange County Safety Task Force, City of Stanton

Orange County Homeless System Needs Assessment

Chris Andrews, Julie McFarland, Rhie Azzam Morris

Orange County Needs Assessment

01 PURPOSE

Conduct an equity-focused needs assessment of the Orange County homeless system, informed by quantitative & qualitative data. The TA Team consulted with community partners with emphasis on frontline teams and people with lived experience with homelessness.

02 TASKS

- Coordination with CoC and Partners
- Review & Refinement of Processes/Forms/Materials
- Data Review & Collection: Qualitative & Quantitative
- Equity Recommendations & Presentations

03 ACTIVITIES

- Focus Groups + Community Input and Summary of Learning
- Form Review & Refinement
- Written Equity Recommendations
- Community Presentations

Methodology

Quantitative Data Analysis   Comparative analysis of recent American Community Survey (ACS) data and the most recent Point in Time Count to compare trends within the County's homeless population and the County's general population

Qualitative Data Analysis

01 4 focus group interviews with 18 frontline staff (e.g. case managers, peer advocates)

02 3 focus group interviews with 14 people with lived experience of homelessness in Orange County

03 Web-Based Survey (69 stakeholder respondents)

04
- Stakeholder Interviews with the following groups:
  - HCA Staff
  - Family and Individual Coordinated Entry System leads
  - CityNet Staff
  - Homebase Consultants (conducting assessment of Coordinated Entry System)

05 Review of written standards, policies, plans, and supporting documentation for CoC programs

SHORT TERM RECOMMENDATIONS: *NOW - END OF 2021*

BARRIER REDUCTION
- ELIMINATE UNUSED ASSESSMENT TOOLS AND QUESTIONS, STARTING WITH THE VI-SPDAT TOOL

- ENHANCE ACCESS TO RESOURCE & POLICY KNOWLEDGE AMONG FRONTLINE TEAMS & SUPERVISORS THROUGH WRITTEN MATERIALS AND LEARNING SPACES

- INCREASE BLACK, LATINX, INDIGENOUS AND OTHER PEOPLE OF COLOR'S REPRESENTATION WITHIN SERVICE PROVIDER AND LEADERSHIP TEAMS ACROSS THE HOMELESS SYSTEM

- REDUCE SERVICE ACCESS BARRIERS ASSOCIATED WITH FUNDING TIES

SUPPORTIVE SERVICES
- BUILD OUT A WORKFLOW AND EVALUATION PROCESS TO UNDERSTAND IMPACT OF NEW POLICIES/SYSTEMS

- IDENTIFY ONGOING METHODOLOGY FOR FREQUENT REVIEW OF HOMELESS SERVICE SYSTEM

SYSTEMWIDE TRAINING & ONGOING LEARNING SPACES
- PRIORITIZE SYSTEMWIDE EQUITY TRAINING FOR ALL SERVICE PROVIDERS, FUNDERS AND PLANNERS

- BY NOVEMBER 2021, BUILD OUT A 2022-2023 SYSTEM WIDE TRAINING CALENDAR

MESSAGING & COMMUNICATIONS
- DEVELOP AND MAINTAIN A RESOURCE LIST FOR FRONTLINE TEAMS AND PEOPLE EXPERIENCING HOMELESSNESS

- ESTABLISH SPACES FOR PROVIDERS AND PARTNERS TO RECEIVE INFORMATION AND PROVIDE FEEDBACK THAT LEADS TO SYSTEM IMPROVEMENTS

- ESTABLISH TALKING POINTS THAT SUPPORT FRONTLINE TEAMS IN EXPLAINING PROGRAMS/ SERVICES TO CLIENTS FOR CONSISTENT MESSAGING

Longer Term Recommendations:
2022 and Beyond

01

BARRIER REDUCTION

- Translate all system documents and materials into Spanish
- Develop standardized processes and procedures for supporting undocumented people
- Continue to expand Black, Latinx, Indigenous and other people of color's representation within service provider and leadership teams across the homeless system

02

SYSTEMWIDE TRAINING & ONGOING LEARNING SPACES

- Launch a two-year phased plan of race equity training for all CoC providers, funders and planners.
- Establish sustainable Race Equity Task Force
- By June 2022, launch comprehensive, systemwide training for homeless provider organizations
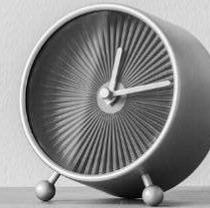
03

MESSAGING & COMMUNICATIONS

- Develop a dashboard focused on racial equity outcomes and progress

If you have any questions

Reach out to Zulima!

Or email us
- Chris Andrews:
  - candrews@mdg-ldm.com
- Julie McFarland:
  - jmcfarlandconsulting@outlook.com
- Rhie Azzam Morris:
  - rhie.azzam.morris@gmail.com

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE

JULY 1, 2017 to JUNE 30, 2021

August 10, 2021

CITIES OF
ANAHEIM, BUENA PARK, BREA, CYPRESS, FULLERTON, LA HABRA, LA PALMA, PLACENTIA, STANTON & YORBA LINDA

www.nocpublicsafety.com

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE
BACKGROUND

"Regional approach to public safety"
"Concept to collaboration"
"Innovative and replicable"
"Pilot project"

State Senator Josh Newman
29th State Senate District
April 2017

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE

At-a-Glance

Funding Period: July 1, 2017 to June 30, 2021
Total Funding Amount: $20 million
Annual Disbursement: $5 million
Funding Distribution: 60% to community-based organizations
Current Funding Year: Year 4
3 Focus Areas: Youth violence prevention & intervention
Reentry services
Homeless outreach efforts
Evaluation: Social Science Research Center, Cal State Fullerton
Funding: Assembly Bill 97, Chapter 14, Statues of 2017, Item #5227-104-0001

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE

WHAT ARE THE RESULTS?

Ending Homelessness through Shared Responsibility

County's first ever Homeless Census Report in 2018 generating a by name registry of unsheltered individuals to which over 476 as of April 2021 have street exits with powerful technology tools to assist

3,962
- street exits with secured path and case management plan to housing in the North Orange County region

1
- mobile app for coordinated entry system coupled with bed shelter reservation & early prevention

1,324
- willing to share personal and demographic information to create a by name registry

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE

WHAT ARE THE RESULTS?

Innovative Mentoring Services: Bigs with Badges

Premier matching mentoring services with law enforcement agencies and students in the Anaheim, Cypress & Buena Park communities

75
- **police mentors and youth matched with 75% youth reporting improved attitudes towards law enforcement**

28
- **month program for 1) hard skills training in construction, business & information technology paying $75 weekly stipend; 2) life skills; 3) links to career and education pathways and 4) employment placement & retention services**

160
- **families built protective factors associated with reduced youth violence through the services provided by HIS House and Resilient Families Programs at CSUF**

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE

WHAT ARE THE RESULTS?

Project Rebound Initiative: Reinventing Lives through Higher Education

Nation's first to provide housing & supportive services for formerly incarcerated university students

3.7
- GPA of formerly incarcerated university students with 100% gainful employment and/or postgraduate studies

91%
- career path placements within one year to those youths deemed "at-risk" through Hope Builders

558
- participating in Hard Skills training while attending Santa Ana college for successful transition to higher learning and smoother acclimation

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE

WHAT ARE THE RESULTS?

Capacity Building Workshops

"…whatever is needed to bring nonprofits to the next level of operational, programmatic, financial, or organizational maturity…"
-National Council on Nonprofits

94.7%
- community based organizations note overall EFFICACY since attending the Capacity Building Workshops

46.7%
- community based organizations made changes in HOW they collaborate with other partners

73.3%
- community based organizations have ALREADY implemented strategies taken from the Workshops

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE

STRUCTURED, COLLABORATIVE AND HIGHLY LEVERAGED APPROACH TO YOUTH VIOLENCE PREVENTION, POST-INCARCERATION RE-ENTRY & HOMELESSNESS

38 FAMILIES

- **BIG 7 & CHRYSALIS EFFORTS:** *Divert vulnerable families from street homelessness through workforce development*

7 MASTERS LEVEL COUNSELORS

- **COMMUNITY HEALTH SERVICES & SUNBURST YOUTH ACADEMY**
- **COMMUNITY HEALTH SERVICES & CLARK COMMONS/ ROCKWOOD(PERMANENT SUPPORTIVE HOUSING SERVICES):** *Mental health services and appropriate linkages*

EARLY INVESTMENT

- **RESILIENT FAMILIES PROGRAM & HIS HOUSE/MY SAFE HARBOR/LOT 318:** *Early prevention by building resilience in parents & preschoolers*

NORTH ORANGE COUNTY PUBLIC SAFETY TASK FORCE

YEAR 4: CURRENT FUNDING PERIOD PROMISING STRATEGIES

900 TEENS
- **YOUTH IN GOVERNMENT: BIG 7 TEEN LEADERSHIP MOVEMENT**
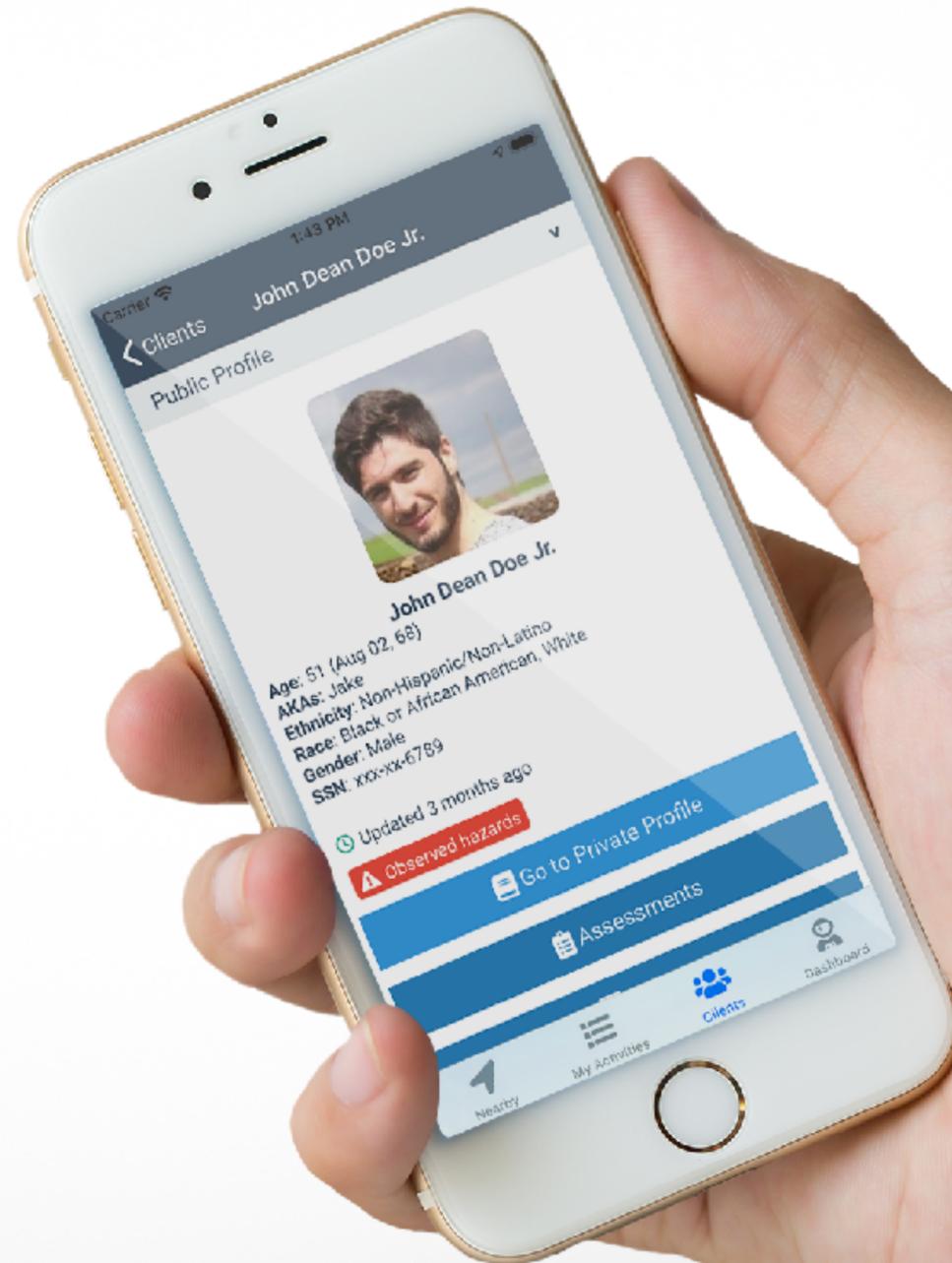
EXPAND
- **REGIONAL BED SHELTER RESERVATION TECHNOLOGY**

VISION
- **CAPACITY BUILDING SERIES 3.0: FOR FUTURE FUNDING CONSIDERATIONS FOR OUR PARTNERS**

OUTREACH GRID
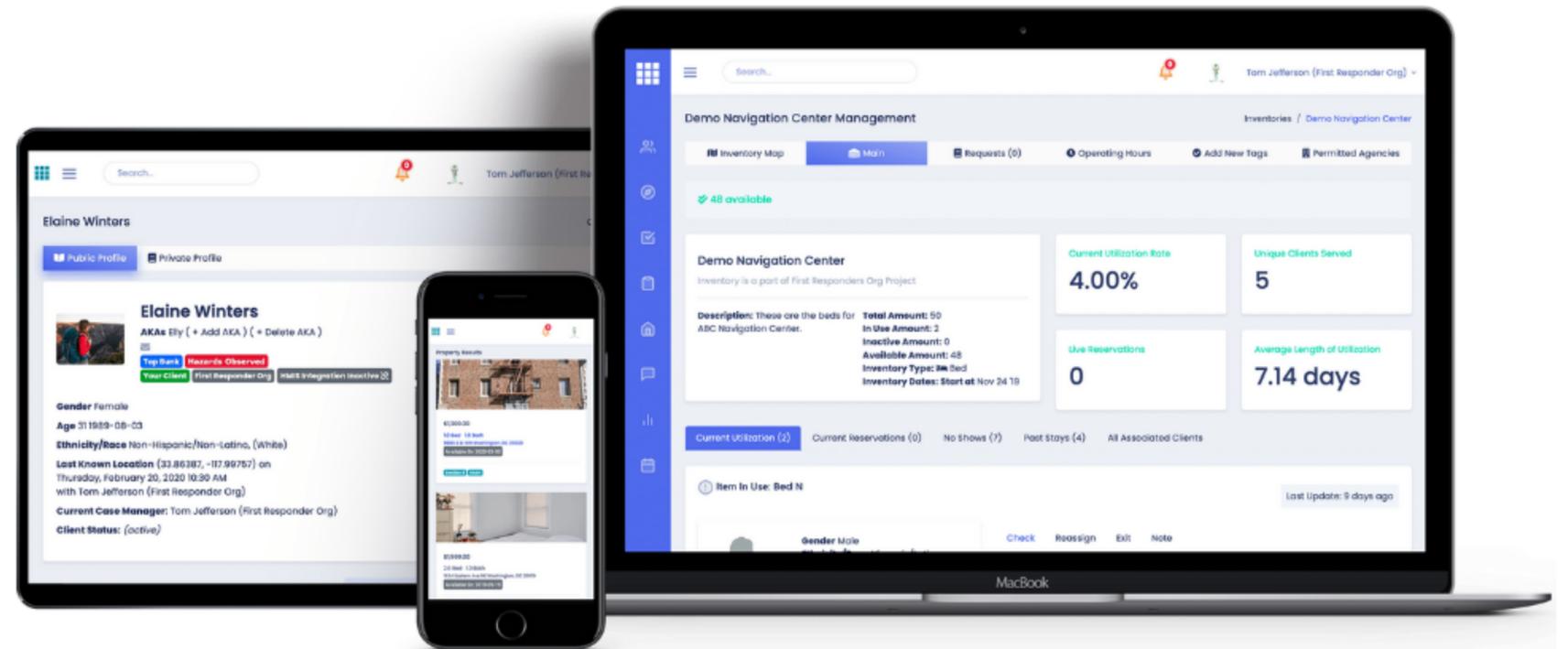
From First Contact to Housing

Tiffany Pang
CEO, Outreach Grid

Agenda

- About Outreach Grid
- Why Data Integration is Helpful
- Why Data Integration is Possible
- Our Data Policy

OUTREACH GRID

Platform for a community to collaborate on homelessness from **first contact to housing.** 🤝

**Outreach**　　　　**Shelter**　　　　**Housing Navigator**　　　　**Supportive Housing**

Outreach Grid's
Mission & Interests
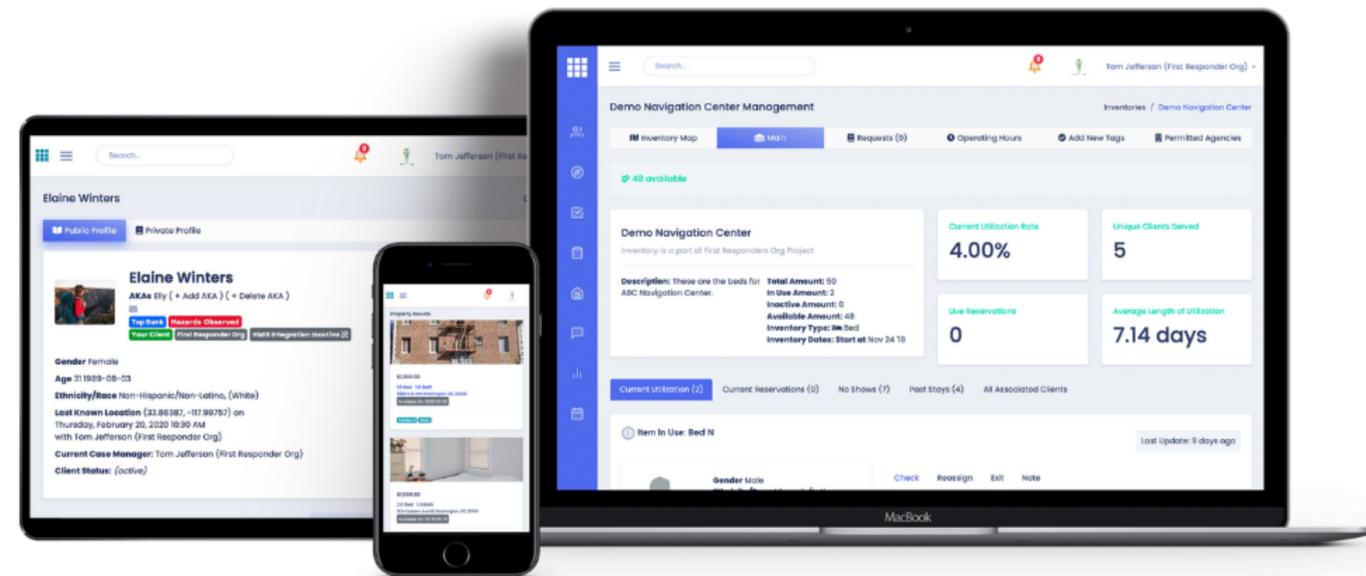
1) End homelessness using data

2) Enable homeless services to collect data at the **Point of Work**

3) Make it easier for services to collect the data they need

OUTREACH GRID

How It Works

1) Case Managers (HOPE team)
2) Enroll into a Project in OG
3) OG pushes deduplicated data
into HMIS

Encampment

Shelter

Client

Housing

Incidents

PIT

OUTREACH
GRID
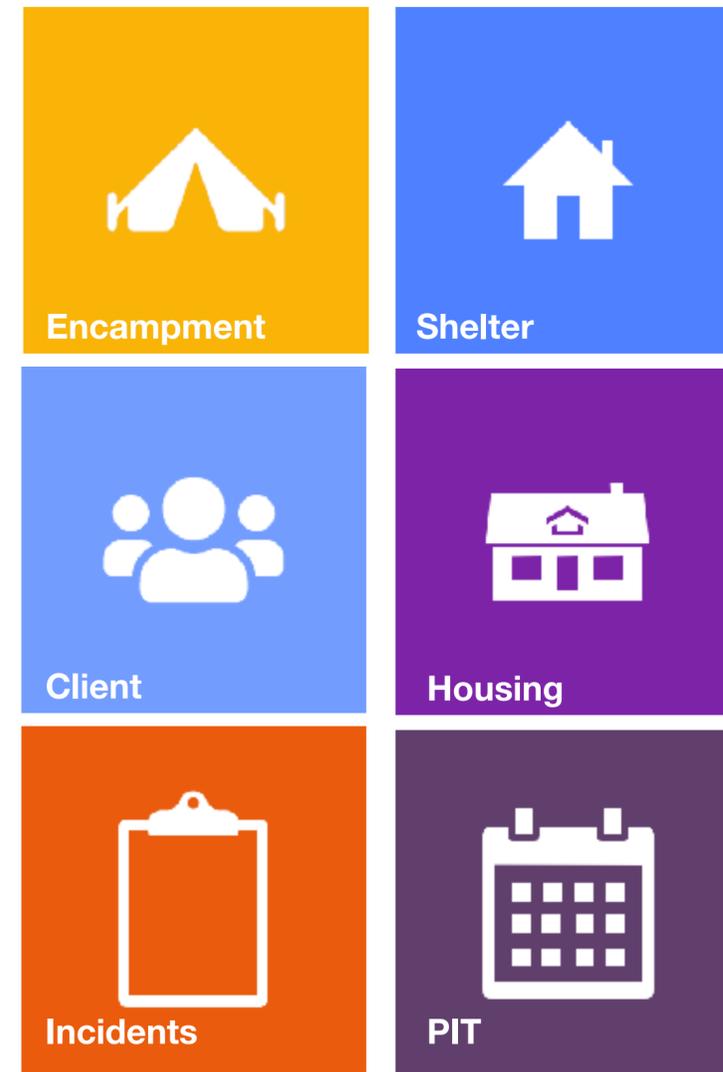
Benefits of Data Integration

- ✓ Point of Work with a friendly UX
- ✓ Eliminate Double Entry
- ✓ Eliminate Double Work
- ✓ Data engagement from Project HOPE
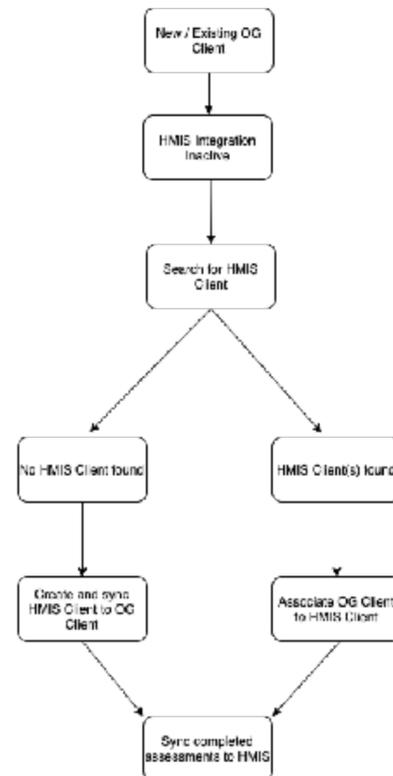- ✓ Faster enrollment into Coordinated Entry

OUTREACH GRID

It's Been Done!

- City of San Antonio (CaseWorthy HMIS)

  - Nightly integrations
  - Custom Coordinated Entry process ("PE on steroids")

Outreach Grid's Data Policy

- **Project Manager**: North Orange County Public Safety Task Force
  - Governs the ownership of data

- **OG stewards the data.** We execute based on PM's request.
  - BAA with Google and Amazon Web Services
  - We don't sell data. We don't own the data.

OUTREACH GRID

What We Need

- User account on
  OC HMIS's Production Site
  - Input/update data

OUTREACH GRID