



**Orange County  
Continuum of Care Board  
March 23, 2022**

# Public Comments

# Consent Calendar

# **Orange County Homelessness Updates**

Natalie Dempster, Data Integration Manager

Zulima Lundy, CoC Manager

## **System of Care Update**

Natalie Dempster, Data Integration Manager

# Business Calendar – Item #1

## Orange County Cold Weather Armory Emergency Shelter Program

The Orange County Cold Weather Armory Emergency Shelter program provides shelter for individuals experiencing homelessness at the National Guard Armory in Santa Ana.

**Location: 612 East Warner Ave., Santa Ana, CA**

No walk-ups are permitted

This program is for adults only, age 18 and older.

### **Bus Pick-up Locations:**

- Pick Up #1 – Arriving at 5:15 p.m. Departing at 5:30 p.m. Flower & Civic Center , Santa Ana. On Flower (east side of street), between 6<sup>th</sup> Street and Civic Center Drive
- Pick Up #2 – Arriving at 6:15 p.m. Departing at 6:30 p.m. On Walnut near 1<sup>st</sup> Street (across the street from the Social Services Agency)

**For more details contact the cold weather emergency shelter site: (213) 220-5636**

# Business Calendar – Item #1

## Project Roomkey

- The County of Orange continues to operate temporary isolation shelters services for individuals and families experiencing homelessness who are COVID-19 sick or symptomatic
- Total capacity to serve is 150 persons
- Referrals into the program are made by the Public Health Services, hospitals, shelters, street outreach teams, and law enforcement

# Business Calendar – Item #1

## COVID-19 Vaccination Efforts

- The Office of Care Coordination is working with Public Health Services and two Federally Qualified Health Centers on vaccination efforts for those experiencing homelessness
  - **Families Together of Orange County**  
661 W. 1<sup>st</sup> Street, Tustin, CA 92780  
Monday – Friday from 9 a.m. to 4:30 p.m.
  - **Share Our Selves**  
1550 Superior Avenue, Costa Mesa, CA 92627  
Monday – Friday from 9 a.m. to 4:30 p.m.



# Business Calendar – Item #1

## Encampment Resolution Funding Grant Award

- The County of Orange has been awarded an Encampment Resolution Funding grant in the amount of \$3,627,030.
- This funding will be used to ensure the wellness and safety of people experiencing homelessness in encampments by providing services and supports that address their immediate physical and mental wellness and result in meaningful paths to safe and stable housing.
- Funding will be focused on addressing the needs of individuals experiencing homelessness at Talbert Park in Costa Mesa.

# Business Calendar – Item #1

## The State of California's Emergency Rental Assistance (ERA) Program is referred to as CA COVID-19 Rent Relief or Housing is Key.

- Orange County tenants with rental arrears and/or past due utility bills are encouraged to apply for assistance.
- Landlords are also encouraged to apply.
- The program will continue to accept applications through **March 31, 2022**. All eligible applications submitted on or before the March 31 deadline will continue to be reviewed and processed.



 **CA COVID-19  
RENT RELIEF**

Check eligibility and apply for rent and utility relief at [HousingIsKey.com](https://www.HousingIsKey.com) or call 833-430-2122 today.



 **CA COVID-19  
RENT RELIEF**

Visit [HousingIsKey.com](https://www.HousingIsKey.com) or call 833-430-2122



## **Continuum of Care (CoC) Updates**

Zulima Lundy, Continuum of Care Manager

# Business Calendar – Item #1

## HOME-ARP Updates

The \$5 billion in HOME Investment Partnerships American Rescue Plan Program (HOME-ARP) funding provides HOME grantees, in collaboration with other community stakeholders, a chance to make targeted, strategic investments in housing and other assistance for people experiencing homelessness and other vulnerable populations.

### HOME-ARP Eligible Activities

- Production or Preservation of Affordable Housing
- Tenant-Based Rental Assistance (TBRA)
- Supportive Services, Homeless Prevention Services, and Housing Counseling
- Purchase and Development of Non-Congregate Shelter

# Business Calendar – Item #1

## HOME-ARP Updates

HOME jurisdictions are required to engage in the consultation with the CoC and public participation processes and develop a HOME-ARP allocation plan.

The following HOME-ARP Consultations have been scheduled

- December 2, 2021 – Anaheim and Santa Ana
- January 6, 2022 – Fullerton, Irvine, Huntington Beach
- February 16, 2022 – County of Orange
- **March 31, 2022 at 3:30 p.m.** – Costa Mesa, Garden Grove, Orange and Westminster

The CoC at large is encouraged to participate in future project consultations to provide feedback as key stakeholders in Orange County.

# Business Calendar – Item #1

## Homelessness Action Plan

- The Office of Care Coordination has contracted with Homebase Consulting Group to develop a local Homelessness Action Plan for Orange County.
- The Homelessness Action Plan is a requirement of the Homeless Housing, Assistance and Prevention Program Round 3 (HHAP-3) grant application.
- The local Homelessness Action Plan must include:
  - A local landscape analysis that assesses the current number of people experiencing homelessness and existing programs and funding which address homelessness.
  - Identification of the number of individuals and families served, including demographic information and intervention types provided.
  - Identification of all funds, including state, federal and local funds, currently being used, and budgeted to be used, to provide housing and homelessness-related services.

# Business Calendar – Item #1

## Homelessness Action Plan Timeline

- The Office of Care Coordination and Homebase are populating data tables to inform the development of goals and strategies.
- Consultation sessions are being facilitated with the CoC Board; Commission to End Homelessness members; Policies, Procedures and Standards (PPS) Committee and Lived Experience Advisory Committee (LEAC).
- Approval process for the Homelessness Action Plan:
  - April 20 – Commission to End Homelessness
  - April 27 – CoC Board
  - June 7 – Board of Supervisors
- Final HHAP-3 applications are due June 30, 2022, and local Homelessness Action Plan must be included with the submittal.

# Business Calendar – Item #1

## Homelessness Action Plan Listening Sessions

### Session 1

Date: Wednesday, March 30, 2022

Time: 5:00 p.m. - 6:30 p.m.

Registration Link:

<https://ocgov.webex.com/ocgov/j.php?RGID=rec157317187268bc923faef459c67ea4>

### Session 2

Date: Thursday, April 7, 2022

Time: 3:00 p.m. - 5:00 p.m.

Registration Link:

<https://ocgov.webex.com/ocgov/j.php?RGID=r38ab8ab35d311f8e985d9c3cb07320fd>

The CoC is encouraged to participate in the webinar and provide feedback as key stakeholders in Orange County. **If you are interested in joining the Listening Sessions email [CareCoordination@ochca.com](mailto:CareCoordination@ochca.com) with the heading “Homelessness Action Plan”**



# Business Calendar – Item #1

## Emergency Housing Vouchers (EHV) Update

	Allocation	Referrals	Vouchers Issued	Leased
Anaheim Housing Authority	278	299	270	65
Garden Grove Housing Authority	117	129	108	32
Orange County Housing Authority	557	428	356	108
Santa Ana Housing Authority	89	99	57	15
<b>TOTAL</b>	<b>1041</b>	<b>955</b>	<b>791</b>	<b>220</b>

Data updated 3-21-2022

# Business Calendar – Item #1

## HMIS Client Record Request

- Clients in OC HMIS have the right to review a copy of their data as entered in HMIS. Clients can request their record from agency participating in OC HMIS that they have been served by in the past.
- Upon request, the client can receive the Client Record Request Dashboard, which includes the data on the client's Profile screen, the client's Release of Information, the client's enrollment history in any projects that participate in OC HMIS, and a list of all client documents uploaded into HMIS.
- More information about the HMIS Client Record Requests can be found [here](#).

# Business Calendar – Item #1

## HUD Community Workshop

- Community Workshops are an opportunity to receive technical assistance (TA) through group learning, peer-to-peer exchange, and individualized support from experts.
- The Office of Care Coordination has enrolled in the Coordinated Entry: Referral Best Practices 12-week workshops.
- This workshop series will support the Orange County CoC to make system refinements to ensure those prioritized for Coordinated Entry move quickly through the referral process to permanent housing, with an emphasis on three main goals:
  1. Use data to better understand the overall performance of their local coordinated entry system as well as disparities in outcomes among those experiencing homelessness
  2. Reduce inefficiencies and disparities in the referral process to move those experiencing homelessness as quickly as possible to housing, and
  3. Maximize use of the resources available through COVID-19 stimulus funding

# Business Calendar – Item #1

## Racial Equity Roadmap Update

- The Office of Care Coordination is collaborating with C4 Innovations on the development of a Racial Equity Roadmap for the Orange County CoC.
- Development of the Racial Equity Roadmap is taking place in three phases.

**Phase 1:** Assessment and Learning

**Phase 2:** Action Planning and Continued Learning

**Phase 3:** Implementation Support and Sustainability

- C4 Innovations facilitated three level-setting sessions in January and February as a first step in building upon the knowledge of acknowledging racism within local systems and addressing inequities with anti-racist strategies and practices.

# Business Calendar – Item #1

## Racial Equity Roadmap Update

- Throughout the month of March, C4 continued qualitative data collection in Phase 1 by facilitating a listening session with service providers as well as three structured individual interviews with local partners.
- C4 has also met with the Office of Care Coordination and 211OC to review quantitative data and discuss racial disparities in system level data collected within HMIS.
- Next steps in the process:
  - Lived Expertise Listening Session
  - Development of the Results Academy Team
  - Presentation of Findings in Phase 1

**If you are interested in joining the Results Academy Team, please email [CareCoordination@ochca.com](mailto:CareCoordination@ochca.com) with the heading “Results Academy Team”.**

# Business Calendar – Item #1

## Engaging Partners with Lived Expertise

- In effort to incorporate the expertise of partners with lived experience of homelessness, the Office of Care Coordination on behalf of the Orange County CoC is committed to creating sustainable processes for receiving and implementing feedback from consumers of the homeless service system.
- The Lived Experience Advisory Committee (LEAC) has met on a monthly basis since September 2021 and has offered feedback on CoC policies.
- Additionally, the LEAC has identified priorities of focus, derived from their lived expertise, to discuss for future proposed recommended action at the CoC Board and related Committee meetings.

# Business Calendar – Item #1

## Orange County CoC Program Award for FY2021

- On August 18, 2021, the U.S. Department of Housing and Urban Development (HUD) issued the Notice of Funding Opportunity (NOFO) for the FY 2021 CoC competition awards.
- On March 14, 2022, HUD announced an award of \$30,789,905 to Orange County's CoC Program for FY2021.
  - 23 renewal projects
  - Two expansion projects
  - One new project
- This represents a \$1,794,922 increase in CoC Program funding for Orange County. The new funding represents increases due to the change in the Fair Market Rent and the award of a new Domestic Violence (DV) Bonus Project in the amount of \$1,641,376.000 to Human Options.

**Brown Act Update and Determination in  
accordance with Assembly Bill 361**

Zulima Lundy, CoC Manager



# Business Calendar – Item #2

## Background

- The **Ralph M. Brown Act** requires that most deliberations and actions of public boards, committees, and commissions (“BCCs”) be conducted and taken openly. Prior to the COVID-19 emergency, this required meetings of BCCs to be held in person, with teleconferencing by a member allowed only under limited circumstances.
- On **June 11, 2021**, the Governor issued Executive Order N-08-21, waiving certain provisions of the Brown Act and authorizing BCCs to hold public meetings virtually. The Executive Order specified that those waivers remain valid through September 30, 2021.
- On **September 16, 2021**, the Governor signed into law Assembly Bill 361 (AB 361), amending the Brown Act to allow BCCs to continue virtual meetings until January 1, 2024, but with less flexibility than afforded by the Executive Order. AB 361 adds a new subsection (e) to Government Code Section 54953, laying out the requirements for such meetings.

# Business Calendar – Item #2

## Background

- **AB 361** notes that virtual meetings must take place during a proclaimed state of emergency where State or local officials have imposed or recommended measures to promote social distancing, or during a proclaimed state of emergency where the BCC determines by majority vote that meeting in person would present imminent risks to the health or safety of attendees.
- If the BCC determines that holding virtual meetings is in the best interest, it shall make the following findings **every 30 days thereafter**:
  1. Review and reconsider the circumstances of the state of emergency.
  2. Find that the state of emergency continues to directly impact the ability of the members to meet safely in person. [or] State or local officials continue to impose or recommend measures to promote social distancing.

# Business Calendar – Item #2

## Recommended Action

- Determination in accordance with AB 361 Section 3(e)(3) that the state of emergency due to the COVID-19 pandemic, as originally proclaimed by the Governor on March 4, 2020, no longer continues to directly impact the ability of the members to meet safely in person. The CoC Board will return to in-person meetings on April 27, 2022.

# **CoC Board Appointments**

Zulima Lindy, CoC Manager

# Business Calendar – Item #3

## 2022 CoC Board Appointments

- The Orange County Continuum of Care (CoC) Board and its subcommittees are chaired by designated representatives to ensure the sustained vision and support of CoC Board initiatives.
- The following representatives will also be appointed during today's meeting:
  - i. Coordinated Entry System (CES) Committee Chair
  - ii. Transitional Age Youth (TAY) Collaborative Committee Chair

# Business Calendar – Item #3

## CoC Committee Appointments

### Coordinated Entry System (CES) Committee Chair

- The CES Committee shall be chaired by a CoC Board Member appointed by the CoC Board for a two-year term, ensuring continuity and alignment with the CoC Board.
- The CES Committee Chair will work with the CES Lead Agency to update the CES policies and Procedures and support the proper and efficient functioning of the CES.

### Transitional Age Youth (TAY) Collaborative Committee Chair

- The TAY Collaborative shall be chaired by a CoC Board Member appointed by the CoC Board.
- The TAY Collaborative is key to enhancing collaboration and recommending policy that provides equitable and effective services to youth between the ages of 16 to 24 experiencing homelessness
- The TAY Collaborative Committee Chair will support the creation and ongoing work of the Youth Action Board (YAB)

# Business Calendar – Item #3

## Recommended Actions

- a. Appoint CoC Committee Chairs:
  - i. Appoint a CoC Board Member to Chair the Coordinated Entry System (CES) Committee
  - ii. Appoint CoC Board Member to Chair the Transitional Age Youth (TAY) Collaborative Committee

**System of Care Data Integration System  
(SOCDIS) and Care Plus Program Update**

Natalie Dempster, Data Integration Manager





Natalie Dempster

DATA INTEGRATION MANAGER, OFFICE OF CARE COORDINATION

## Care Plus Program (CPP) overview

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- Data integration solution to share client-level data and support enhanced care coordination for those accessing multiple County departments and services across Behavioral Health, Corrections, Healthcare, Housing, and Benefits and Support Services
- IBM Watson Care Manager combines real time client data from nine County databases to create a single Virtual Client Record, containing client demographics, information about service utilization and a two-year history of program participation
- Multi-Disciplinary Team (MDT) approach to 'high utilizer' homeless cohort: Health Care Agency, Social Services Agency, OC Community Resources, Probation Department and OC Sheriff's Department members

## Who may benefit from the Care Plus Program?

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- ❖ Repeated, chronic homelessness
- ❖ Diagnoses or Behavioral Health, co-occurring disorder symptomatic
- ❖ Repeat, short incarcerations
- ❖ Multiple Homeless Liaison Officer contacts
- ❖ Lapsed or denied social services benefits
- ❖ History of program (non) engagement

### 94 high utilizers experiencing homelessness case conferenced during 2021

Outcomes during enrollment include:

- ✓ 37% linked to CalFresh
- ✓ 26% linked to General Relief
- ✓ 11% accessed shelter / housing services programs
- ✓ Others connected to CES access points, Mental Health Crisis Stabilization Unit and Medi-Cal

# CPP developments

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- Potential other cohorts
- Rollout to external providers
- Shared care planning and goal setting
- Outcomes reporting

# **Policy, Procedures and Standards Committee Recommendations**

Zulima Lundy, CoC Manager

Erin DeRycke, 211OC

Matt Bates, CoC Board Secretary

# Business Calendar – Item #5

## Homeless Management Information System (HMIS)

- The HMIS Agency Access Appeals Policy and Process proposes the following:
  - An initial Agency Access Process Review will be completed by 211OC if an appeal is filed by an organization.
  - If upon initial review it appears the HMIS Access Working Group did not follow the proper steps to review criteria for access to HIMS, a secondary review will be performed by a subset of the PPS Committee to arrive at a final determination on the decision.
  - This decision cannot be appealed, but agencies denied access to HMIS may re-apply in the future should their data needs and/or circumstances change.

# Business Calendar – Item #5

## Coordinated Entry System (CES) Policy and Procedures Overview

- **September 2019** – CES Policy and Procedures were last approved.
  - Incorporated shelter priority
  - Focus on dynamic prioritization and case conferencing
  - Establish resource allocation by Service Planning Area
- **May to June 2021** – Homebase, a national technical assistance provider in the field of housing and homelessness, completed an evaluation of the CES.
- **July to September 2021** – CES Administrators for the three components of CES reviewed the evaluation findings and recommendations to develop a proposal to update the CES assessment and prioritization policies.

# Business Calendar – Item #5

## Coordinated Entry System (CES) Policy and Procedures Overview

- **November to December 2021**– CES Policy and Procedures were last available for public review and feedback in writing and during multiple listening sessions
  - November 3 – CES Steering Committee review of policy recommendation
  - November 17 – Update provided during CoC Board Meeting
  - November 18 – Listening Sessions with CES Partners and Public
  - November 30 – Deadline for written feedback
  - December 7 – Lived Experience Advisory Committee feedback
- **December 2021** – PPS Committee considered draft CES Policy and Procedures and recommended additional stakeholder engagement



# Business Calendar – Item #5

## Coordinated Entry System (CES) Policy and Procedures

### Background and Overview

- **March 2022** – The Office of Care Coordination met with local jurisdictions to gather additional feedback before bringing the recommended changes back to the PPS Committee.
- **March 2022** – PPS Committee approved the redefined recommendation, which includes creating a working group to have further discussions with a wide group of stakeholders about updating the prioritization policy to discontinuing the shelter preference.
- **April 2022** – If recommendation is approved, implementation will begin.

# Business Calendar – Item #5

## Coordinated Entry System (CES) Policy and Procedures

### Summary of Updates

- Incorporating an Emergency Transfer Request for participants who are victims of domestic violence, dating violence, human trafficking, sexual assault, or stalking to request an emergency transfer to another available, safe housing opportunity through CES.
- Discontinuing the use of the VI-SPDAT assessment and utilizing data collected in the program entry screen.
  - The Prioritization Policy has been updated to remove the VI-SPDAT assessment as a criteria factor in determining priority, instead focusing on the length of homelessness, shelter status and disabling condition.

# Business Calendar – Item #5

## Recommended Actions

- a. Approve the recommended updates to the HMIS Policies and Procedures
  - a. Approve the inclusion of the Agency Access Appeals Policy and Process to the HMIS Policies and Procedures
- b. Approve the recommendation for the CES Policies and Procedures
  - a. Incorporating an Emergency Transfer Request for participants who are victims of domestic violence, dating violence, human trafficking, sexual assault, or stalking to request an emergency transfer to another available, safe housing opportunity through CES.
  - b. Discontinuing the use of the VI-SPDAT assessment and utilizing data collected in the program entry screen, primarily focusing on length of homelessness and disabling condition.
  - c. Create a working group to have further discussions with a wide group of stakeholders about updating the prioritization policy to discontinuing the shelter preference.

## **Future Request for Proposals**

Zulima Lundy, CoC Manager

# Business Calendar – Item #6

## Future Request for Proposals

- The Orange County CoC has continued to apply for and coordinate the allocation of HHAP funding.
  - **HHAP Round 1:** Orange County CoC was allocated \$8,081,115.98 for HHAP Round 1 and has a remaining balance of approximately \$1.8 million to be programmed.
  - **HHAP Round 2:** Majority of the HHAP Round 2 funds are already committed to Project Homekey Proposals submitted in response to Homekey Round 2 Notice of Funding Availability (NOFA).
  - **HHAP Round 3:** Orange County CoC has the opportunity to apply for an allocation of \$9,582,816.93 in HHAP Round 3 funding to build on regional coordination developed through previous rounds of Cal ICH funding.

# Business Calendar – Item #6

## Future Request for Proposals

- Noting the contract timelines of funding previously made available, the Office of Care Coordination is seeking to be proactive in the competitive solicitation of a variety of services within Orange County's homelessness response system.
- Tables A and B in the supportive document for Agenda Item 6 detail the emergency shelter operations and Rapid Rehousing funding that will end on or before June 30, 2022.
- The Office of Care Coordination is seeking support to issue a Request for Proposals for Emergency Shelter Operations and a Request for Proposals for Rapid Rehousing Services to be funded with HHAP Round 1 and/or Round 3
- The total funding amount is to be determined at a future meeting of the CoC Board

# Business Calendar – Item #6

## Recommended Actions

- a. Recommend the issuance a Request for Proposals for Emergency Shelter Operations and a Request for Proposals for Rapid Rehousing Services to be funded with Homeless Housing, Assistance and Prevention (HHAP) Program Round 1 and/or Round 3

# **Next Meeting**

Wednesday, April 27, 2022, from 2 p.m. – 4 p.m.



