



Orange County Homeless System Needs Assessment

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Orange County Needs Assessment

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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.

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TASKS

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

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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)

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

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Web-Based Survey (69 stakeholder respondents)

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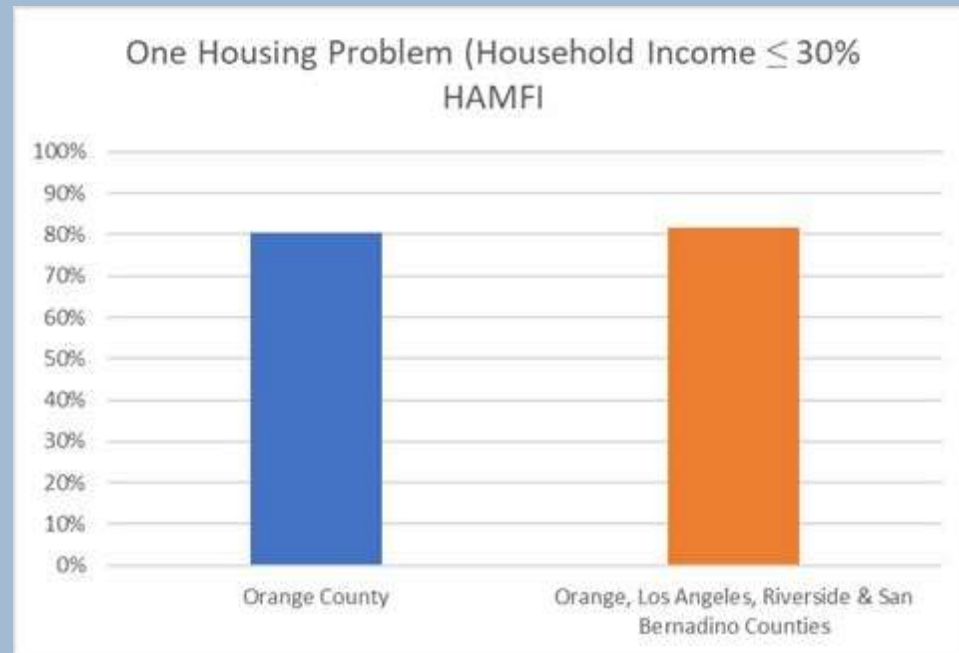
- Stakeholder Interviews with the following groups:
 - HCA Staff
 - Family and Individual Coordinated Entry System leads
 - CityNet Staff
 - Homebase Consultants (conducting assessment of Coordinated Entry System)

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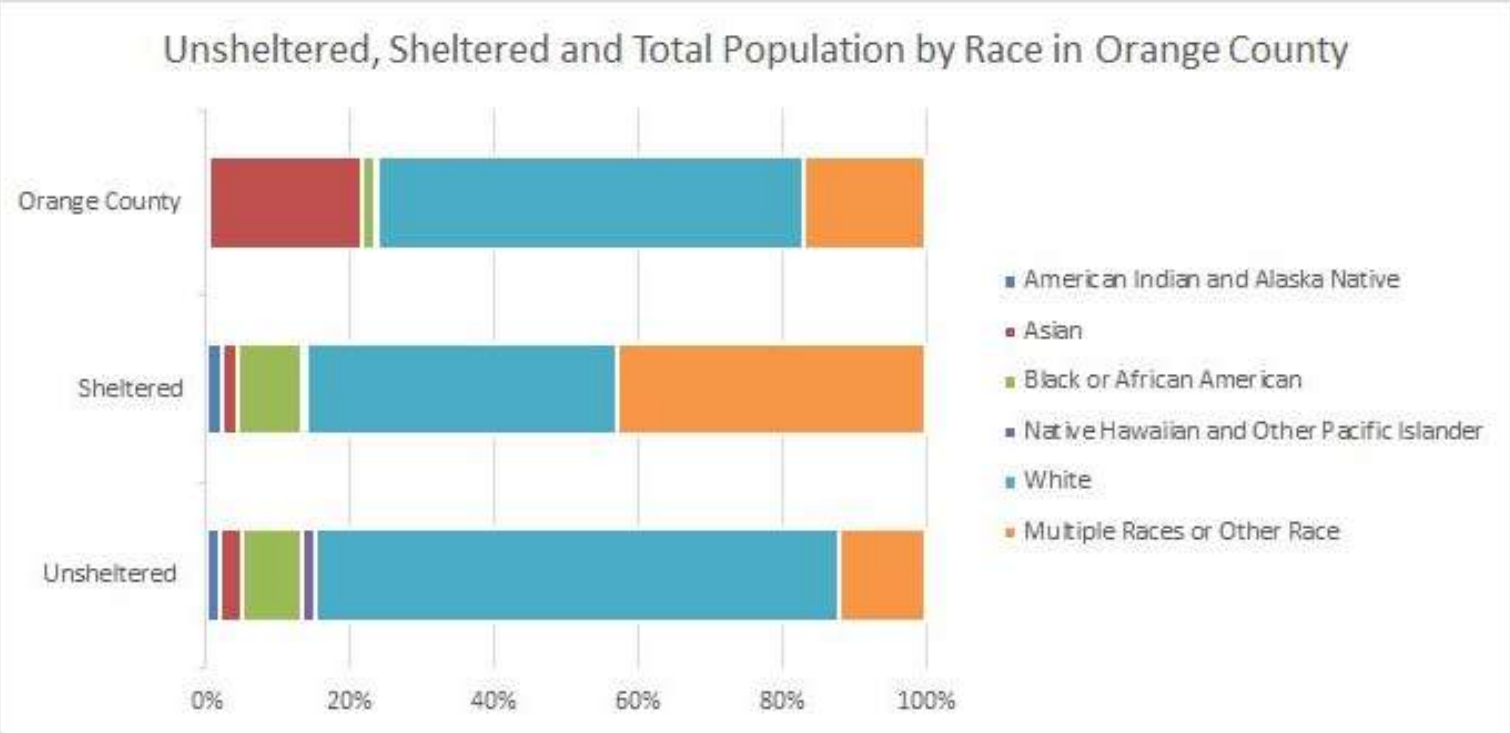
Review of written standards, policies, plans, and supporting documentation for CoC programs

QUANTITATIVE DATA: HIGHLIGHTS

- 80% OF EXTREMELY LOW-INCOME HOUSEHOLDS (EARNING <30% MEDIAN INCOME) EXPERIENCE AT LEAST ONE HOUSING PROBLEM IN ORANGE COUNTY
 - NEARLY 70% OF EXTREMELY LOW-INCOME RENTERS PAY MORE 50% OF INCOME FOR HOUSING COSTS



QUANTITATIVE DATA: HIGHLIGHTS



HOMELESS POPULATION IN ORANGE COUNTY DISPROPORTIONATELY INCLUDES AFRICAN AMERICAN AND THOSE IDENTIFYING AS MULTIPLE RACES OR ANOTHER RACE ARE NEARLY TWICE AS PREVALENT IN THE HOMELESS POPULATION

QUALITATIVE DATA: SYSTEM STRENGTHS

- **MULTIPLE AND VARIED FUNDING SOURCES AVAILABLE IN COUNTY TO ADDRESS HOMELESSNESS**
- **PASSIONATE AND DEDICATED SERVICE PROVIDERS**
- **FRONTLINE TEAM INTEREST IN USING HMIS DATA TO BETTER SERVE PEOPLE EXPERIENCING HOMELESSNESS**
- **VARIETY OF HOUSING INTERVENTIONS TO ADDRESS DIVERSE NEEDS**
- **GROWING COLLABORATION AND EFFICIENCIES ACROSS PROVIDERS**
- **MORE EFFECTIVE AND INCREASED LEVELS OF OUTREACH/ENGAGEMENT**
- **DEVELOPMENT AND ADOPTION OF HOMELESSNESS PREVENTION TOOL WITH POTENTIAL TO MODEL CONTINUOUS IMPROVEMENT**

RECOMMENDATION CATEGORIES

BARRIER REDUCTION

- ENSURE PROVIDER TEAMS DEMOGRAPHICALLY AND EXPERIENTIALLY REFLECT PEOPLE EXPERIENCING HOMELESSNESS IN ORANGE COUNTY
- ADDRESS CITY REQUIREMENTS HINDERING ACCESS TO BASIC NEEDS
- DEEPEN UNDERSTANDING OF SYSTEM PROCESSES & POLICIES AT ALL PROVIDER STAFF LEVELS
- REMOVE ASSESSMENT TOOLS/PROCESSES THAT ARE NOT BEING USED IN DECISION MAKING

SUPPORTIVE SERVICES

- ELEVATE AND SUPPORT FRONTLINE TEAMS TO DESIGN THEIR LEARNING SPACES

SYSTEMWIDE TRAINING & ONGOING LEARNING SPACES

- PROVIDE ACCESS TO SYSTEM WIDE TRAINING ON RACISM, RACIAL INEQUITIES AND SYSTEM DISPARITIES
- PROVIDE ONGOING ACCESS TO SYSTEMWIDE BEST PRACTICE LEARNING AND PEER SHARING

MESSAGING & COMMUNICATIONS

- CLARIFY & REFINE MESSAGING REGARDING PROCESSES AND RESOURCE AVAILABILITY
- STANDARDIZATION OF FORMS AND PROCESSES TO STREAMLINE THE WORK & EXPERIENCE
- DEVELOP CONSISTENT & ONGOING EVALUATION OF FUNDING STREAMS TO NEEDS

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

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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

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MESSAGING & COMMUNICATIONS

- Develop a dashboard focused on racial equity outcomes and progress



If you have any questions



Reach out to Zulima!

Or email us

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