

# Commission to End Homelessness Update

Jason Austin, Director of Care Coordination

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# **County's COVID-19 Homelessness Response**

# Project Roomkey

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- The County of Orange continues to operate:
  - Temporary isolation shelters for individuals experiencing homelessness who are COVID-19 sick or symptomatic
  - Congregate shelter site for individuals experiencing homelessness who are COVID-19 positive
- Total capacity to serve 275 individuals
- Referrals into the program are made by Public Health Services, hospitals, shelters, street outreach teams, and law enforcement

# Project Toolbelt

Utilizes the “every tool in the toolbelt” approach to engage, assess and facilitate housing placement for individuals who were involved in Project Roomkey

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## Project Toolbelt Report as of 2/3/21

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Placement Type	Total
<b>Permanent</b>	136
<b>Temporary</b>	297
<b>Health Care/Treatment</b>	25
<b>Emergency Shelter</b>	90
<b>Grand Total</b>	548

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# Project Homekey

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- Project Homekey is an opportunity to purchase motels and a broad range of other housing types in order to increase their community's response to homelessness and the COVID-19 pandemic
- October 9, 2020 - County of Orange was approved for Project Homekey funding
  - Tahiti Motel - 60 units
  - Stanton with - 72 units

# Emergency Rental Assistance

## Overview

- Assists households unable to pay rent and utilities due to the COVID-19 pandemic
- ERA Program funds to be provided directly to the States, US Territories, local governments with more than 200,000 residents (based on 2019 U.S. Census Bureau data)

## Funding Allocation

- The State of California received \$1,497,605,326.90
- The County of Orange received an allocation of \$65,576,556

## Eligibility

A renter household in which at least one or more individuals meets the following criteria:

- Qualified for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship due to COVID-19;
- Demonstrates a risk of experiencing homelessness or housing instability;
- Has a household income at or below 80 percent of the area median income (AMI); and
- Assistance is not duplicative of any other federally funded assistance.

- **OC Emergency Rental Assistance Program Launched Monday, 2/1/21**

- **Includes Three Components:**

- Virtual Front Door
- Regional Providers
- Financial Disbursement

- **Partners:**

- 2-1-1 Orange County
- Pathways of Hope
- Volunteers of America
- Family Assistance Ministries
- Orange County United Way

- **Up to \$10,000 max per rental household**

- **5,500 applications received by Friday, 2/5/21**



**Visit the Website at:  
[www.ERA.211OC.org](http://www.ERA.211OC.org)**



**Text ERA to 898211**



**Call 2-1-1**



# Yale Navigation Center

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# Yale Navigation Center

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- ❖ Began transitioning participants on Friday, 1/29/21
- ❖ The Yale Navigation Center will provide shelter and supportive services for up to 425 individuals and couples experiencing homelessness in the Central Service Planning Area (SPA)





# Yale Operations

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- Operates year-round
- 24-hour emergency homeless shelter and navigation center
- People Assisting The Homeless (PATH) is the operator



The Care Plus Program (CPP) is a collaborative care coordination program for those most vulnerable across the County.

CPP aims to expedite the identification of needs and complete successful linkages to services and resources by utilizing a Multi-Disciplinary Team approach.

This program used to be referred to as System of Care Data Integration System (SOCDIS)

# CPP Technology Solution

- The technology solution is an integrated data platform that combines data from County source systems:
  - Integrated holistic view of the client
  - Cloud-based, mobile care coordination shared by all team
  - Multi-disciplinary team participation and referral capability

Virtual Client Record: Anna Joe



230 Cookie St, Santa Ana, California, 98192, 4/1/1970, 101-230-1114, Registered in Watson Care Manager

- ▼ Demographics
- ▼ Contact Information
- ▼ Program Overview
- ▼ Extended Demographics
- ▼ Physical Health
- ▼ Behavioral Health
- ▼ Community Corrections
- ▼ Shelter and Housing Programs
- ▼ Housing Navigation
- ▼ Benefits
- ▼ Referrals - No Records
- ▼ Street Outreach

Close

# Looking Ahead

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- Development of the system will be completed by June 2021
- The County is currently in a pilot phase
- The pilot phase will focus on providing care coordination for those experiencing homelessness
- The current users of the system are agency representatives from County departments who work with individuals experiencing homelessness

# Homeless Services Survey Initial Findings

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## Overview

- 72 organizations completed the survey
- 992 services were reported:
  - 139 homeless prevention services
  - 127 Housing services
  - 48 Shelter services
  - 678 services across 17 types: including Domestic Violence, Employment, Physical health, Re-entry, Mental health, Veteran and other services categories

# Key Findings - Service Delivery

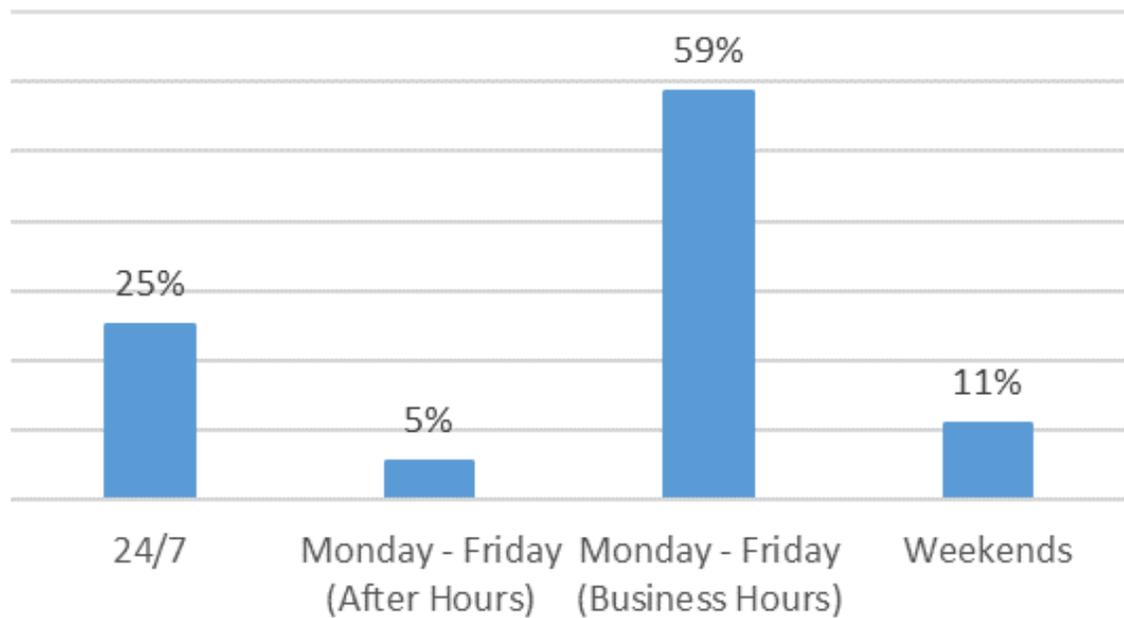
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- Core services offered up to 35 additional types of support services  
These included Information and Referral, Case Management and Basic Needs as the largest types
- 62% of services were delivered from multiple locations in the community and 38% services operated from one building (e.g., shelters)
- 75% of organizations work with a referral partner and 76% of services accept self- referrals
- Only 5% of services were available outside of office hours on weekdays and 11% operated during weekends

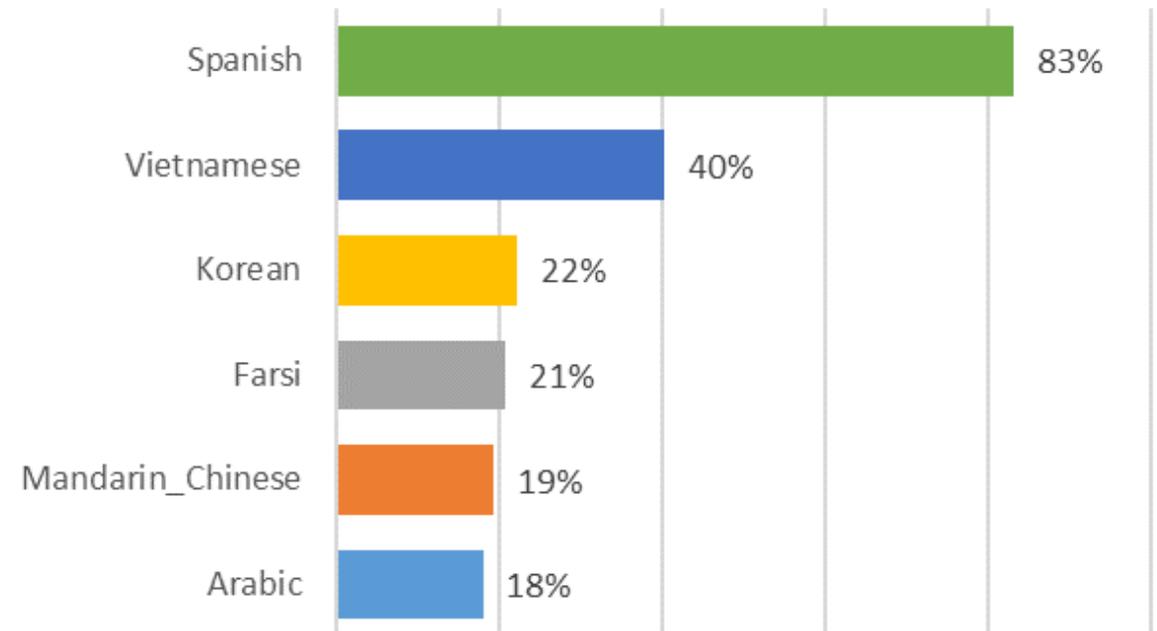
# Key Findings - Accessibility

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Service operating hours:



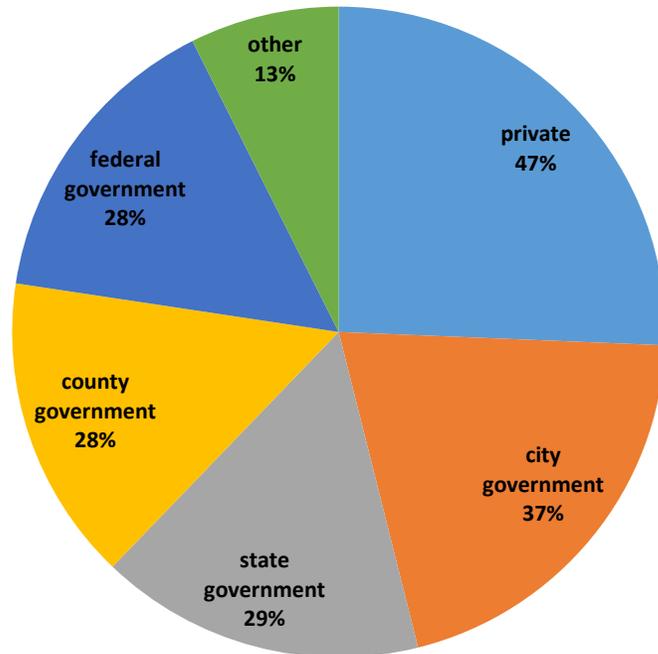
Organizations providing services in other languages:



# Funding and Next Steps

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## Funding Sources



- 83% of services have funding that expires within the next three years

## Next Steps

- Follow-up with providers who did not respond to capture representation from additional services areas
- Compose a report with all findings to bring back to the Commission for further discussion