

# Commission to End Homelessness

October 19, 2022



Presentation Item 1

Health Care Agency OC Outreach and Engagement



# OC Outreach & Engagement

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# WHAT IS OUTREACH & ENGAGEMENT (O&E)

**Outreach:** actively reaching out to unserved or underserved populations as the first step to ending their homelessness, by providing linkages to help people connect to services and ultimately into the community

**Engagement:** the process by which a trusting relationship between the outreach team and participant is established and comprehensive services are provided on their journey to end their episode of homelessness



# STRONG ROOTS: OUR STORY



- Started as a program with a public health and behavioral health lens reaching high-risk unsheltered substance users
- **In 2009:** began as BHS O&E focused on individuals experiencing homelessness
- **In 2014:** combined to be one BHS outreach team to include a focus on individuals with severe and persistent mental illness
- **In 2015:** became the “blue shirts”
- **On July 1, 2022:** expanded model of care started as OC O&E with ability to serve anyone experiencing homelessness, not limited to BHS needs.

## OC O&E'S AIM

**Goal:** to improve the health and well-being of the population by:

- Connecting with individuals experiencing homelessness where they are at
- Providing cross-sector coordination and services across the continuum of care
- Serving individuals, communities/neighborhoods, and the county

# OC O&E APPROACH

The OC O&E expanded model of care is based on the best practices and aligns with the *Outreach and Supportive Services Principles and Commitments* identified in the Homeless Service System Pillars Report

## Principles:

- Building trust through human connections
- Developing a sense of community
- Treating others with honesty, dignity, respect, compassion, and equity
- Progressive engagement: allowing ample time and opportunity

## Strategies:

- **Person-centered**
  - No wrong door approach
  - Supportive services are tailored and inclusive
  - Recognize past experiences of trauma
- **Accept the person where they are at by providing options that reduce their risk until ready for action**
  - Use motivational interviewing to develop a service plan
  - Use the recovery model to ensure client-led and support hope and resiliency
- **Use a whole-person lens**
  - Holistic view of recovery
  - Recognize that housing is one of the lead determinants of health

## WHO WE SERVE

OC O&E serves:

- Any one currently residing in Orange County who is experiencing unsheltered homelessness

What a typical referral looks like....



# THE TEAM

OC O&E utilizes a multi-disciplinary team comprised of:

Behavioral Health Clinicians  
Mental Health Specialists  
Addiction Certified Specialists

Public Health Nurses  
Field Supervisors and Mentors  
Peers with Lived Life Experience



## WHAT WE DO

Utilizing multidisciplinary and collaborative teams, we serve as:

- Agency ambassadors
- Navigators
- Advocates
- Case managers
- Coordinators for other field-based services (street medicine, mental health assessments, nursing case managers)
- The warm-linkage to Regional Care Coordination contracts for intensive case management, benefits acquisition, and housing navigation

# OC O&E EXPANSION NEW FEATURES



## Opportunities:

- Expanded hours
  - Monday-Friday from 7:00 a.m.- 7:00 p.m.
  - Saturday-Sunday from 8:00 a.m.-5:30 p.m.
- Expanded population
  - Target population does not require behavioral health need
- Triage phone line
  - Calls can be received 24/7, including assessed for mental health crisis needs
  - OC O&E or regional contracted team responds in the field during business hours
  - Increased coordination with partners
- Expanded continuum of care
  - Intensive care coordination provided by regional contract teams
  - Street medicine outreach partnership with Cal Optima

## Challenges:

- Hiring and staff training needed to cover expanded hours and flexible response teams
- Resource availability when client is ready
- In process of adding North and South locations for quicker response

# HOW WE MEASURE SUCCESS

Where we have been:

- FY 21-22
  - # of contacts: 43,214
  - # case managed: 301
  - Top referrals: Recovery Support Services, Housing, Outpatient Behavioral Health
- FY 20-21
  - # of contacts: 42,171
  - # of case managed: 186
  - Top referrals: Recovery Support Services, Housing, Outpatient Behavioral Health



# HOW WE MEASURE SUCCESS: WHERE WE ARE GOING

## People Served

- Contacts
- Unique People Contacted
- Care Coordination Caseload

## Placements

- Temporary
- Permanent

## Services- Referred and Linked

- Mental Health
- Substance Use
- Medical
- Benefits

## Encampments

- Active
- Addressed
- Placements

## Triage Line

- Calls
- Calls resulting in Contact



# WHAT TO EXPECT FROM OC O&E



- Staff point of contact for referrals and follow-up
- Referrals to shelters or coordination with referring partner
- Multidisciplinary approach
  - Street medicine services and primary care linkage
  - Behavioral health assessment and linkage
  - Access point for Coordinated Entry System
- Transportation to appointments or bus pass/taxi ride
- Participation in Care Plus Program homeless and justice involved cohorts

## **REFERRALS: HOW TO ACCESS O&E**

- Received 24/7 through the program's triage line at (800) 364-2221
- Assigned to regional OC O&E teams for outreach and Regional Care Coordination for case management in the Central, North, and South Service Planning Areas
- Outreach and Care Coordination field response during program business hours
- OC O&E is transitioning to operate Monday through Friday from 7 a.m. to 7 p.m.; Saturday 8 a.m. to 5 p.m. (Sundays to be added as program develops)





**(800) 364-2221**



The **OC Outreach and Engagement** team assists individuals who are experiencing homelessness. Call if you are looking for resources or to connect in the field.



## Discussion Item 2

### Office of Care Coordination Update

#### 2023 Survey

- Will establish the ad hoc in November 2022
- Contract with consultant, Joe Colletti, CEO of Hub for Urban Initiatives

#### Homeless Service System Pillars Report

- Received and filed by the Board of Supervisors on October 18, 2022

## Action Item 3

### Recommend Applicants to Serve as Members on the Commission to the Board of Supervisors

- The Membership Ad Hoc met on September 29 to discuss the potential candidates to fill the openings on the Commission
- The Membership Ad Hoc recommends the following applicants to serve as members on the Commission to End Homelessness:
  - Hospital Representative - Christy Cornwall, Providence-Mission Hospital
  - Business Representative - Monique Davis, Habitat for Humanity of OC
  - Municipal Fire Representative - Chief Sean deMetropolis, City of Orange Fire Department
  - Behavioral Health Representative - Richard Afable, Be Well Orange County

## Action Item 4

Approve Commission to End Homelessness minutes from August 17, 2022, regular meeting