



## SUMMARY ACTION MINUTES

### REGULAR MEETING COMMISSION TO END HOMELESSNESS

Wednesday, October 19, 2022 1:00 P.M.

**County Conference Center**  
Room 104/106  
425 West Santa Ana Boulevard, Santa Ana, CA 92701

Doug Chaffee, Fourth District Supervisor, Chair	Vacant, Business Representative
Don Wagner, Third District Supervisor	Jack Toan, Business Representative
James Vanderpool, North Service Planning Area	AJ Patella, Orange County Sheriff's Department
Scott Stiles, Central Service Planning Area	George Searcy, Affordable Housing Industry
Debra Rose, South Service Planning Area	Marshall Moncrief, Behavioral Health Representative
Sue Parks, Philanthropic Representative	Paul Wyatt, At Large Member
Robert Dunn, Chief of Police	Milo Peinemann, At Large Member
Randy Black, Orange County Fire Authority	Todd Spitzer, District Attorney
Richard Afable, Hospital Representative, Vice Chair	Matt Bates, Continuum of Care Board Representative
Nesan Kistan, Faith-based Community Representative	Tim Houchen, Continuum of Care Board Representative

ATTENDANCE: Commissioners Afable, Bates, Chaffee, Dunn, Kistan, Parks, Peinemann, Rose, Searcy, Spitzer, Stiles, Toan, Vanderpool and Wyatt

ABSENT: Commissioners Black, Houchen, Moncrief, Patella and Wagner

PRESENT: EXECUTIVE DIRECTOR Doug Becht, Director of Care Coordination  
CLERK OF THE COMMISSION Valerie Sanchez, Chief Deputy Clerk

Call to Order

**COMMISSION VICE CHAIR AFABLE CALLED THE MEETING TO ORDER AT 1:02 P.M.**

Pledge of Allegiance

**COMMISSION VICE CHAIR AFABLE LED THE PLEDGE OF ALLEGIANCE**

Roll Call

**THE CLERK CALLED THE ROLL AND CONFIRMED QUORUM WAS PRESENT**

# SUMMARY ACTION MINUTES

## PRESENTATION

1. Health Care Agency OC Outreach and Engagement  
**CHRISTINA WECKERLY, OUTREACH AND ENGAGEMENT DIVISION MANAGER AT OC HEALTH CARE AGENCY (HCA), PROVIDED A PRESENTATION ON HCA'S OUTREACH AND ENGAGEMENT PROGRAM AND ACTIVITIES AND DEMONSTRATED HOW THEIR SERVICES ALIGN WITH ASPECTS OF THE PILLARS REPORT**

## DISCUSSION ITEMS

2. Office of Care Coordination Update
  - a. 2023 Survey
  - b. Homeless Service System Pillars Report

**RECEIVED AND FILED UPDATE FROM OFFICE OF CARE COORDINATION ON PLANS FOR THE 2023 SURVEY AND WILL ESTABLISH THE SURVEY AD HOC GROUP IN NOVEMBER AS WELL AS CONTRACT WITH CONSULTANT, JOE COLLETTI, CEO OF HUB FOR URBAN INITIATIVES; ALSO REPORTED THAT THE HOMELESS SERVICES SYSTEM PILLARS REPORT HAD BEEN PRESENTED TO THE BOARD OF SUPERVISORS ON OCTOBER 18, 2022**

## ACTION ITEMS

3. Recommend the following applicants to serve as members on the Commission to End Homelessness to the Board of Supervisors (BOS) for final approval.
  - a. Hospital Representative – Christy Cornwall, Providence – Mission Hospital
  - b. Business Representative – Monique Davis, Habitat for Humanity of OC
  - c. Municipal Fire Representative – Chief Sean deMetropolis, City of Orange Fire Department
  - d. Behavioral Health Representative – Richard Afable, Be Well Orange County

**9 8 1 2 3 4 5 6 7 10 11 12 13 14 15 16 17 18**  
**X X X X X X**

**APPROVED AS RECOMMENDED**

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

**11 3 1 2 4 5 6 7 8 9 10 12 13 14 15 16 17 18**  
**X X X X X X X**

**APPROVED AS RECOMMENDED**

## PUBLIC COMMENTS

None

# SUMMARY ACTION MINUTES

## COMMISSIONER COMMENTS

Commissioner Dunn – Oral Re: October 31<sup>st</sup> opening of Hope Center of OC in North Spa

Chairman Chaffee – Oral Re: Anonymous Gun Buy-Back event on Saturday October 22<sup>nd</sup> at 166 E. La Jolla in Placentia from 9am – 1pm and offering gas cards or Amazon gift cards in exchange for handguns, ghost guns, rifles and assault weapons in addition to providing free gun locks on request

**ADJOURNED:** 2:21 P.M.

**NEXT MEETING:** December 14, 2022, 1:00 P.M.

\*\*\* VOTE KEY \*\*\*

*(1st number = Moved by; 2nd number = Seconded by)*

1 Doug Chaffee, Chair	
2 Vacant (Business Rep)	
3 Richard Afable, Vice Chair	A = Abstained
4 Randy Black	X = Excused
5 Robert Dunn	V = Vacant
6 Marshall Moncrief	N = No
7 Nesan Kistan	C.O. = Commission Order
8 Sue Parks	
9 Milo Peinemann	
10 AJ Patella	
11 George Searcy	
12 Paul Wyatt	
13 Todd Spitzer	
14 Scott Stiles	
15 Jack Toan	
16 James Vanderpool	
17 Don Wagner	
18 Debra Rose	



---

SUPERVISOR DOUG CHAFFEE  
Chair



---

Valerie Sanchez, Chief Deputy Clerk  
Clerk of the Commission

# Commission to End Homelessness

October 19, 2022



Presentation Item 1

Health Care Agency OC Outreach and Engagement



# OC Outreach & Engagement

**Christina Weckerly Ramirez**  
OC O&E Division Manager  
Mental Health and Recovery Services

# 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