



THE QUARTERLY UPDATE

July - September 2022

Welcome to the Office of Care Coordination quarterly update. Included in this edition are updates related to the Office of Care Coordination, Shelter services, and NOFO opportunities.

Office of Care Coordination Moves to the County Executive Office

The Office of Care Coordination (OCC) was previously part of the OC Health Care Agency (HCA) and is now within the County Executive Office (CEO). Under the CEO, the Office of Care Coordination will continue to provide leadership on the County of Orange's response to the System of Care focusing on persons experiencing homelessness in Orange County. The OCC will continue providing oversight and support to the Commission to End Homelessness, the Continuum of Care Board, the County operated emergency shelter programs and County funded programs targeting persons experiencing homelessness. OCC is committed to providing efficient delivery of services to those experiencing homelessness and continue to improve and enhance the County's resources to address homelessness within Orange County.

OCC Welcomes Special Projects Manager

Lisa Row, LCSW is the new Special Projects Manager for the Office of Care Coordination. Under the leadership of the County Executive Office, Office of Care Coordination, Lisa will provide oversight of Federal, State and local Homeless Assistance funds for program developments including the Regional Care Coordination Program, Housing Disability and Advocacy Program (HDAP), Homeless Housing and Assistance Program (HHAP), and other opportunities as they arise. Lisa joins the Office of Care Coordination from OC Health Care Agency, where she managed the Mental Health and Recovery Services housing programs for the behavioral health population. She was instrumental in developing over 300 new permanent supportive housing units within Orange County under the Special Needs Housing Program (SNHP) and No Place Like Home (NPLH). In addition, Lisa brings to the role 30 years of experience in the healthcare industry, working as a social worker with varying populations. Lisa received her Bachelor's Degree in Psychology and her Master's Degree in Social Work from California State University at Long Beach.

Individual Shelter Bed Reservation System

The County of Orange’s Office of Care Coordination has implemented a Shelter Bed Reservation System for individuals (adult only households) segment of the homeless population. This will be a centralized system where available shelter beds and shelter units can be viewed and assigned to individuals experiencing homelessness seeking shelter via a matching system. The Shelter Bed Reservation System will leverage the vital infrastructure provided by the Orange County Coordinated Entry System. The goal of the Shelter Bed Reservation is to create a more streamlined and accessible process for individual households to obtain shelter and understand the availability of emergency shelter beds throughout the community. The Shelter Bed Reservation will be piloted by partnering with American Family Housing through the Homekey Program sites at Anaheim and Huntington Beach.

The Office of Care Coordination hosted the first information and training session on August 25, 2022, and the meeting materials for the session were shared through the Coordinated Entry Distribution List. At this time, both Homekey Program sites are undergoing some light constructions to ensure that units comply with Americans with Disabilities Act (ADA) and will begin taking program intakes in October 2022. Access points and other referring partners will be notified via the Coordinated Entry distribution list once referrals will start to be accepted.

The timeline below shows the envisioned timeline of when a shelter bed is available:

SHELTER BED RESERVATION TIMELINE



Questions regarding the Shelter Bed Reservation System can be sent via email at coordinatedentry@ocgov.com.

Emergency Shelter Services and Operations Contracts

The County of Orange's Office of Care Coordination released a Request for Proposals (RFP) soliciting proposals from qualified organizations to provide Emergency Shelter Operations and Services. The primary goal of Emergency Shelter Operations and Services project is to help persons experiencing homelessness in Orange County, including individuals (adult only households), families (households with at least one minor child), transitional aged youth (TAY), and survivors of domestic violence. The Emergency Shelter Operations and Services projects will focus on shelter stabilization and provide robust support services that will assist participants in obtaining permanent housing and increased income.

On September 15, 2022, the Board of Supervisors approved eight contracts for the Emergency Shelter Operations and Services funding opportunity. Family Assistance Ministries, Friendship Shelter, Inc., Fullerton Interfaith Emergency Service dba Pathways of Hope, The Illumination Foundation, Interval House, and Mercy House Living Centers, Inc. were awarded contracts totaling \$3.3 million for the term October 15, 2022, through June 30, 2024. This funding will be essential in supporting the ongoing operations of emergency shelter programs and is expected to support a total of 1,090 households experiencing homelessness.

Continuum of Care (CoC) Special Notice of Funding Opportunity

In addition to the annual CoC Program NOFO, HUD released the Continuum of Care Supplemental to Address Unsheltered and Rural Homelessness (CoC Special NOFO) as a first-of-its-kind package of resources to address unsheltered homelessness and homeless encampments. HUD is making available \$322 million to enhance communities' capacity to humanely and effectively address unsheltered homelessness by connecting vulnerable individuals and families to housing, healthcare, and supportive services. The Orange County CoC is eligible to apply for \$19,846,820 of the Unsheltered Homelessness Set Aside funding as part of the CoC Special NOFO. Eligible project types for this funding include Permanent Housing (Rapid Rehousing and Permanent Supportive Housing), Joint Transitional Housing and Permanent Housing-Rapid Rehousing (Joint TH-RRH), Supportive Services Only (SSO), and Homeless Management Information Systems (HMIS).

On July 12, 2022, County of Orange's Office of Care Coordination, as the Collaborative Applicant, received support from the CoC Board membership to issue a local competition process for the CoC Special NOFO to address unsheltered homelessness in Orange County. The County of Orange, on behalf of the Orange County CoC, released a Request for Proposals (RFP) for Special Notice of Funding Opportunity (NOFO) to Address Unsheltered Homelessness, with the solicitation period occurring from August 9, 2022, through September 7, 2022. An Ad Hoc comprised of local, non-conflicted stakeholders will review and score proposals received and make a recommendation for the ranking of projects to be included within the CoC Special NOFO Program Priority Listing.

As part of the CoC Special NOFO application process, CoCs are also tasked with developing a CoC Plan to serve individuals and families experiencing homelessness with severe service needs. The Office of Care Coordination, in partnership with Homebase Consulting, has shared a survey and facilitated several listening sessions to provide an overview of the CoC Plan requirements as outlined in the CoC Special NOFO application and allow space for recommendations from local stakeholders. The Office of Care Coordination is hopeful to bring a draft of the Orange County CoC Plan to the CoC Board for approval at the meeting scheduled for September 28, 2022, and will be submitting the Consolidated Application to HUD by the October 20, 2022 deadline.

For more information on the CoC Special NOFO, including a timeline of activities, please visit the CoC Special NOFO webpage. <https://ceo.ocgov.com/cocspecialnofo>

Rapid Rehousing Services Contracts

On March 23, 2022, the Orange County Continuum of Care (CoC) Board approved the recommendation to issue Request for Proposals (RFP) for Emergency Shelter Operations and Rapid Rehousing Services to be funded with Homeless Housing, Assistance and Prevention (HHAP) funds. The Office of Care Coordination released a request for proposals on April 5, 2022, seeking qualified organizations to provide Rapid Rehousing services across the North, Central and South Service Planning Areas, focused on the following populations: Individuals, Families, and Transitional Aged Youth (TAY). The primary goal of Rapid Rehousing Service projects is to help individuals experiencing homelessness in each Service Planning Area (SPA) – North, Central and South – and Transitional Aged Youth and families countywide to obtain secure, permanent, affordable housing quickly, increase self-sufficiency, and achieve long-term housing stability. The solicitation period for the Rapid Rehousing Services funding opportunity closed on May 5, 2022, and Covenant House California, Families Forward and People Assisting the Homeless (PATH) were recommended for award.

At the CoC Special Board Meeting on July 12, 2022, the CoC Board Membership approved the Rapid Rehousing Services recommendations, with contract terms commencing September 15, 2022.

Homebound Client Success Story

Catherine*, a 68-year-old woman with disabilities and experiencing homelessness, since 2018 lived in her RV with her dog. In 2021, Catherine got very sick with COVID-19 and a few months later, she was in a serious car accident that totaled her car and put Catherine in the hospital with a broken back.

Catherine had contacted a friend in Florida who invited Catherine to live with them. The friend drove out to California to pick Catherine up. Through Family Assistance Ministries's Homeward Bound program, she was able to provide nonperishable foods, toiletries, and gas card gift certificates with a map connecting them to gas stations along the trip to return to Florida.

Catherine was very emotional when they thanked Family Assistance Ministries for all the help that Family Assistance Ministries provided them throughout the years and for assisting Catherine on her new journey in life.

*Name changed for privacy

For more information on the work of the Office of Care Coordination,
please contact carecoordination@ocgov.com