



THE QUARTERLY UPDATE

October - December 2022

Welcome to the Office of Care Coordination's quarterly update. Included in this edition are updates related to the Care Plus Program, Commission to End Homelessness, Continuum of Care and County-operated shelter services.

Care Plus Program and Multi-Disciplinary Team

The Care Plus Program (CPP) facilitates the targeted and comprehensive service delivery linkages to Orange County's most vulnerable participants and offers enhanced care coordination, aiming to expedite supportive services and efficiently connect participants to the most appropriate services and resources across the County of Orange's (County) System of Care: Behavioral Health, Healthcare, Housing, Community Corrections, Benefits and Supportive Services.

The CPP utilizes the System of Care Data Integration System (SOCDIS) that integrates nine County databases, creating one virtual client record detailing a participant's demographics, program history and service utilization.

To promote connection to services and resources, CPP employs a Multi-Disciplinary Team (MDT) approach consisting of County departments meeting to share relevant information, case history and current case status including services provided, engagement and interventions planned.

In October 2022, the Regional Care Coordination Services providers, PATH and Volunteers of America (VOA) joined the CPP and now participate in the MDT. PATH and VOA coordinate and collaborate with the other components of the System of Care to provide services that help respond and address unsheltered homeless conditions and provide comprehensive care coordination. This includes case management, disability benefit application assistance and advocacy, and housing navigation services, to individuals and adult only households experiencing homelessness living in Orange County, to secure permanent housing placement.

Welcome aboard PATH and VOA to the CPP and the County's efforts to effectively address homelessness.

Shelter Bed Reservation System for Individuals

The Shelter Bed Reservation System for Individuals (adult-only households) has been implemented and is operated by the County of Orange's (County) Office of Care Coordination since September 2022. The Shelter Bed Reservation System for Families (households with at least one minor child and one adult) has been operated by the Family Solutions Collaborative since 2019. The Shelter Bed Reservation System is a centralized system where available shelter beds can be accessed by individuals and families experiencing homelessness. The Shelter Bed Reservation System will leverage vital infrastructure provided by the Orange County Coordinated Entry System.

The Coordinated Entry System currently provides referrals to two (2) Emergency Shelters through the Shelter Bed Reservation System for Individuals. In partnership with American Family Housing, referrals to the interim housing Homekey program sites, Huntington Beach Oasis and Anaheim North Harbor, are provided through the Shelter Bed Reservation System for Individuals.

The Shelter Bed Reservation System for Individuals began accepting referrals onto the Bed Reservation Community Queue on September 20, 2022. On October 4, 2022, Huntington Beach Oasis began operations and started accepting referrals for move-in and on October 14, 2022, reached full occupancy with 58 shelter bed units. On October 17, 2022, Anaheim North Harbor began operations and started accepting referrals for move-in and on November 23, 2022, reached full occupancy with 80 shelter bed units. The two (2) interim housing Homekey sites, Huntington Beach Oasis and Anaheim North Harbor, have reached full occupancy however matches through the Shelter Bed Reservation System will continue to be sent as shelter beds become available.

The Shelter Bed Reservation System Training PowerPoint on the [Shelter Bed Reservation System webpage](#) was revised on December 16, 2022, for additional clarification.

Commission to End Homeless New Appointments

On December 6, 2022, the Board of Supervisors approved four appointments to Commission to Homelessness membership seats: Behavioral Health Representative, Business Representative, Hospital Representative, and a Municipal Fire Representative. The new Commission to End Homelessness members joined the current membership of the Commission to End Homelessness for their first meeting on December 14, 2022. The new members bring valuable experiences and perspective to the Commission to End Homelessness. The Commission to End Homelessness works in collaboration with the County of Orange, 34 city governments, business sector, philanthropic organizations, community organizations, faith-based organizations, health care, public safety, and other interested stakeholders to promote an effective response to homelessness within Orange County.

The new appointments to the Commission to End Homelessness are detailed below:

- **Behavioral Health Representative** is Richard Afable, Be Well Orange County,
- **Municipal Fire Representative** is Chief Sean deMetropolis, Orange City Fire Department,
- **Hospital Representative** is Christy Cornwall, Providence – Mission Hospital, and
- **Business Representative** is Monique Davis, Habitat for Humanity of Orange County.

The Commission to End Homelessness meetings are held bi-monthly, on the third Wednesday of the month at 1:00 pm at the County Administration South Conference Center, 425 West Santa Ana Boulevard, Room 104/106, Santa Ana, CA 92701.

The meeting is also livestreamed <https://www.youtube.com/channel/UCefbduRATIUBsne8nn8tJA>

Continuum of Care Updates

Homeless Housing, Assistance and Prevention Program (HHAP) Round 4 Funding Application

The Office of Care Coordination serves as the Administrative Entity for the Orange County Continuum of Care (CoC) and the County of Orange (County) for the Homeless Housing, Assistance and Prevention Program (HHAP) grant funding. The HHAP grant program provides local jurisdictions with funds to support regional coordination to expand or develop local capacity to address their immediate homelessness challenges as well as prevent an end to homelessness in their communities.

The State of California’s Homeless Coordinating and Financing Council (HCFC), now called the California Interagency Council on Homelessness (Cal ICH) announced the availability of HHAP Round 1 grant funding on December 6, 2019. Since the release of HHAP Round 1, the Cal ICH has also released an allocation of HHAP Round 2 funding and HHAP Round 3 funding. The HHAP Round 4 application portal opened on September 30, 2022, which replicated the HHAP Round 3 application process and included the development and updating of the Homelessness Action Plan. For reference, HHAP CoC and County funding allocations are detailed below.

Round by Round Allocations

	Round 1	Round 2	Round 3	Round 4
Orange County	\$7,486,576	\$3,433,435	\$9,582,817	\$7,131,233
CoC	\$8,081,116	\$3,823,692	\$10,267,304	\$7,600,842

In an effort to further the plans and progress made by the Orange County CoC and the County, the Office of Care Coordination built upon the HHAP Round 3 local Homelessness Action plan submitted. The Office of Care Coordination, on behalf of the Orange County CoC and the County, submitted the HHAP Round 4 application to Cal ICH on November 26, 2022.

Orange County Racial Equity Roadmap

The Office of Care Coordination on behalf of the Orange County Continuum of Care (CoC) has been working with C4 Innovations on a Racial Equity Roadmap that will guide the work of the Orange County CoC and establish equitable policies and practices in homeless service delivery. The development of the Racial Equity Roadmap took place in three phases, beginning in December 2021 through December 2022: Phase 1: Assessment and Learning; Phase 2: Action Planning and Continued Learning; and Phase 3: Implementation Support and Sustainability. Each phase of the Racial Equity Roadmap development has involved participation from various stakeholders, including the Office of Care Coordination, 2-1-1 Orange County as the Homeless Management Information System (HMIS) Lead Agency, Coordinated Entry System leaders, CoC Board members, local system leaders, service providers and people with lived expertise. C4 Innovations expressed encouragement from the involvement of committed, diverse participants in this initiative, who represented different components of the Orange County homeless response system.

Phase 3 of the Racial Equity Roadmap initiative concluded in December 2022 with a draft of the Racial Equity Roadmap action plan and recommendations from C4 Innovations on how to implement and sustain the collaboratively-designed goals and strategies.

Orange County Racial Equity Roadmap *continued*

The Office of Care Coordination plans to present a more robust presentation on the Racial Equity Roadmap action plan as well as recommendations for implementation at the February 25, 2023, CoC Board meeting. To provide an overview on the Orange County homeless service system assessment completed as part of this process, reports on the [quantitative](#) and [qualitative](#) data findings from Phase 1 are available for reference on the [CoC webpage](#).

Continuum of Care Board Elections

The Continuum of Care (CoC) Board nomination and election process is held annually from September through December, with the CoC Board members being elected by the CoC General Membership in December and seated in January of the new year. The Office of Care Coordination facilitates the annual CoC Board nomination and election process in partnership with a CoC Nominating Committee, which includes an annual review of the CoC Board Governance Charter. Recommended revisions to the CoC Board Governance Charter are reviewed and approved by the Policies, Procedures and Standards Committee before going before the CoC Board membership for final approval. The CoC Board approved the 2022 CoC Nominating Committee's proposed recommended revisions to the CoC Board Governance Charter on November 16, 2022, which notably included:

- The addition of two (2) designated seats: one (1) seat for the expertise on homeless services of Families and one (1) seat for the expertise homeless services of Transitional Age Youth (TAY)
- The inclusion of the Older Adult population under the at-large seat representing expertise on homeless services and/or subpopulation focus

The results of the 2022 CoC Board nomination and selection process yielded a broader representation of Orange County CoC partners, specifically the addition of two members of the Lived Experience Advisory Committee to the [CoC Board](#). Further incorporating partners with lived expertise into the decision-making structure of the Orange County CoC not only aligns with the CoC Board vision, but with the Office of Care Coordination's goal to prevent and end homelessness in partnership with those who experienced homelessness first-hand.

Holiday Cheer at the Yale Navigation Center

During the 2022 holiday season, the Yale Navigation Center received an outpouring of donations from community-based organizations and local community members that brought holiday cheer to all the participants, making them feel loved and supported.

In preparation for the Thanksgiving and Christmas holidays, PATH, the contracted operator of the Yale Navigation Center, coordinated with seven local churches, several community-based organizations including HomeAid Orange County and Bracken's Kitchen, and local community members to secure donations and holiday decorations. These donations were for the current participants of the Yale Navigation Center and some of the participants that have been able to transition into permanent housing with the support of housing choice vouchers and rapid rehousing assistance, and the housing navigation and case management support provided by PATH.

In addition to the beautiful Christmas tree and holiday decorations that were donated to PATH for use at the Yale Navigation Center, other donations included:

- Over 500 Holiday meals for all participants that included continental breakfast, hams, pumpkin pies, Hawaiian dinner rolls, desserts, and candy;
- 260 blankets;
- Over 250 items of clothing accessories, mainly hand knit hats, beanies, gloves, and pairs of socks;
- Over 200 hygiene kits that included travel size soap, shampoo, conditioner, hand sanitizer, and toothbrush;
- 77 Holiday meal boxes for those participants that have moved on to permanent housing;
- assortment of coats, hand-knitted sweaters, and cold weather clothing items;
- Small gifts for participants such as gift cards, and small electronics;
- Dog and cat treats for participants' furry friends, companion animals, and service animals

On behalf of the County of Orange and participants at the Yale Navigation Center, the Office of Care Coordination would like to thank all community-based organizations and community members that donated items to shelter participants this holiday season!

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