Orange County
Service Provider Forum
March 16, 2023

Welcome and Introductions
Nishtha Mohendra, Chair
Felicia Boehringer, Continuum of Care (CoC) Administrator

Agenda Item #1

Welcome!

- Please welcome the new Chair of the Service Provider Forum, Nishtha Mohendra, CoC Board member and Chief Program Officer of Families Forward

- New year, new name: the Service Provider Forum, previously called the Homeless Provider Forum

Agenda Item #1

Introductions

- Those in attendance are invited to introduce themselves.

- Please share your:
    1. Name
    2. Title or Role
    3. Agency or Affiliation

Racial Equity Framework Session
Felicia Boehringer, CoC Administrator
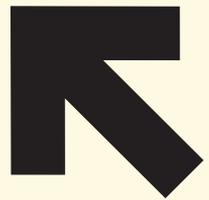
Racial Equity Framework Session

Felicia Boehringer, CoC Administrator
Office of Care Coordination

Agenda

Introduction to the Racial Equity Roadmap Initiative 1

Data Analysis Findings and Racial Equity Roadmap 2

Racial Equity Roadmap Action Plan 3

Breakout Groups 4

Implementation and Sustainability 5

Orange County Racial Equity Roadmap

- The Office of Care Coordination contracted with C4 Innovations for the development of a Racial Equity Roadmap for the Orange County CoC.
- The development of the Racial Equity Roadmap took place in three phases, from December 2021 through December 2022:
  - **Phase 1**: Assessment and Learning
  - **Phase 2**: Action Planning and Continued Learning
  - **Phase 3**: Implementation Support and Sustainability

Stakeholders Involved

CoC Collaborative Applicant

Homeless Management Information System (HMIS) Lead Agency

Coordinated Entry System (CES) Lead Agency and Administrators

People with Lived Experience

CoC Board Members

Local System Leaders
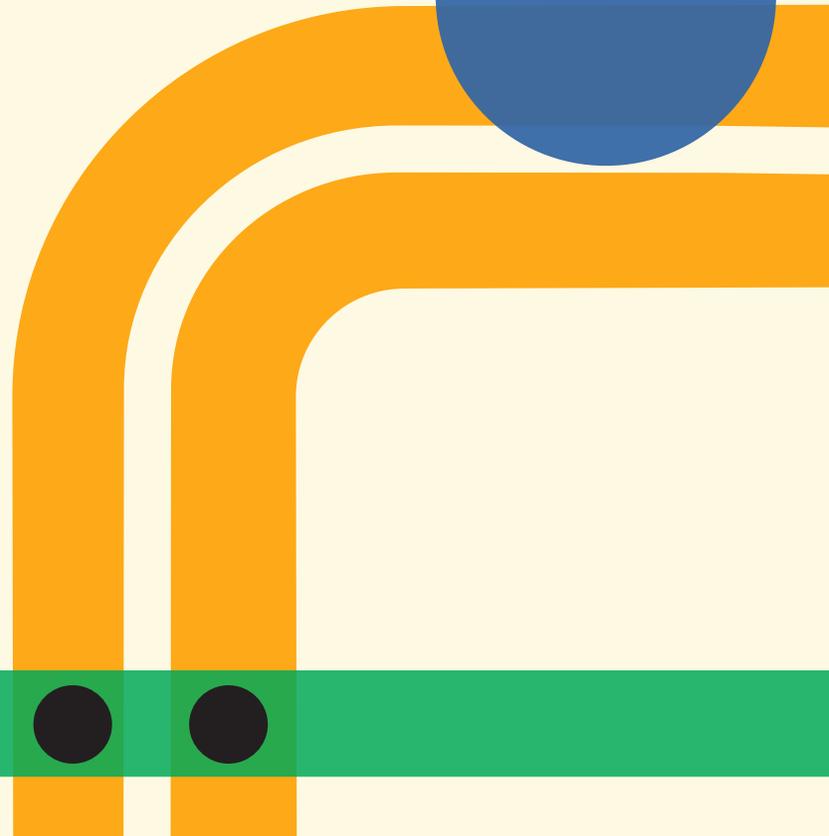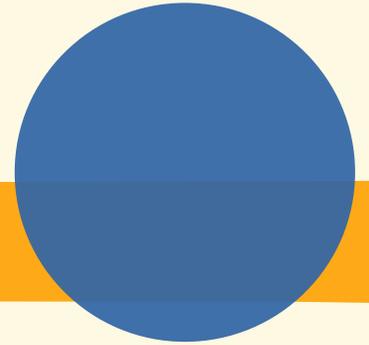
Service Providers

# Phase 1: Assessment and Learning

December 2021 – May 2022

Key Activities Completed

- Community Kick-Off

- Level-Setting Sessions

- Service Provider Listening Session

- Lived Expertise Listening Session

- Structured Interviews

- Community Survey

- Data discussion with CES and HMIS Lead Agencies

- Quantitative and Qualitative Analysis

- Presentation of Findings

- C4 Innovations helped facilitate a racial equity assessment of the Orange County CoC, to assess its homeless response system, prioritize areas for action, and implement strategies in order to achieve more racially equitable outcomes.
- The **assessment and learning** phase involved participation from:
  - the Office of Care Coordination,
  - the HMIS Lead Agency,
  - CES leaders,
  - CoC Board members,
  - local system leaders,
  - service providers,
  - people with lived expertise, and
  - local partners.

Quantitative Analysis Findings

- The following findings are a result of analysis by C4 Innovations and can be found in the published Presentation of Findings and the Quantitative Data Findings Report

- HMIS data was pulled from FY 2019, FY 2020 and FY 2021 on several system level and CES performance measures, all disaggregated by race and ethnicity.

- Analyzed Census and 2019 Point In Time (PIT) count data using the publicly available HUD CoC Analysis Tool: Race and Ethnicity

  - Link: https://www.hudexchange.info/resource /5787/coc-analysis-tool-race-and-ethnicity/

- In Orange County CoC, Black or African American households were the most overrepresented demographic group experiencing homelessness when comparing the racial and ethnic population distributions in Census data to 2019 Point In Time count data.

Table 1 - Census, Poverty and PIT Count Rates by Race
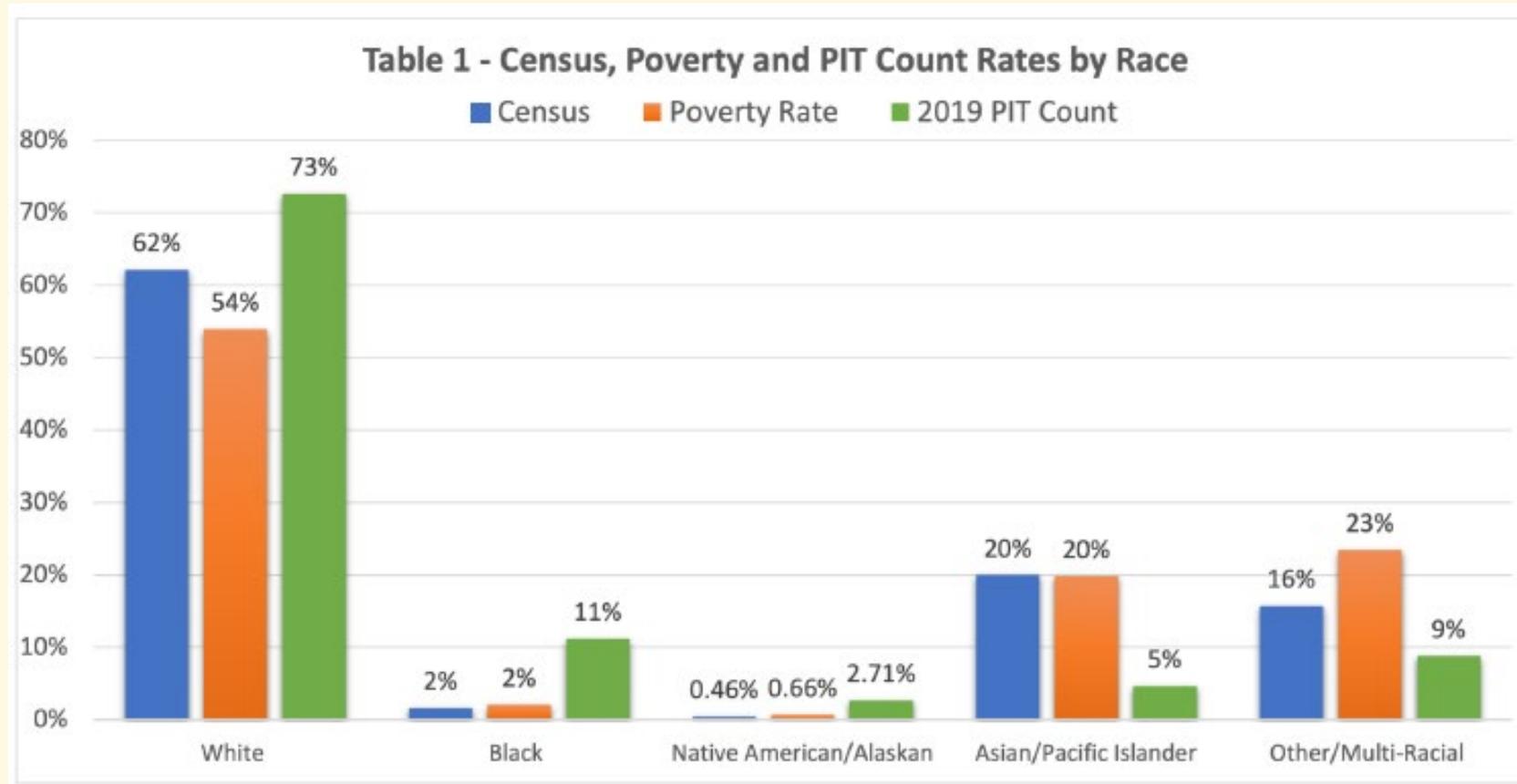
- For every single demographic group, there was a noticeable increase in the average length of time experiencing homelessness from 2019 to 2021.
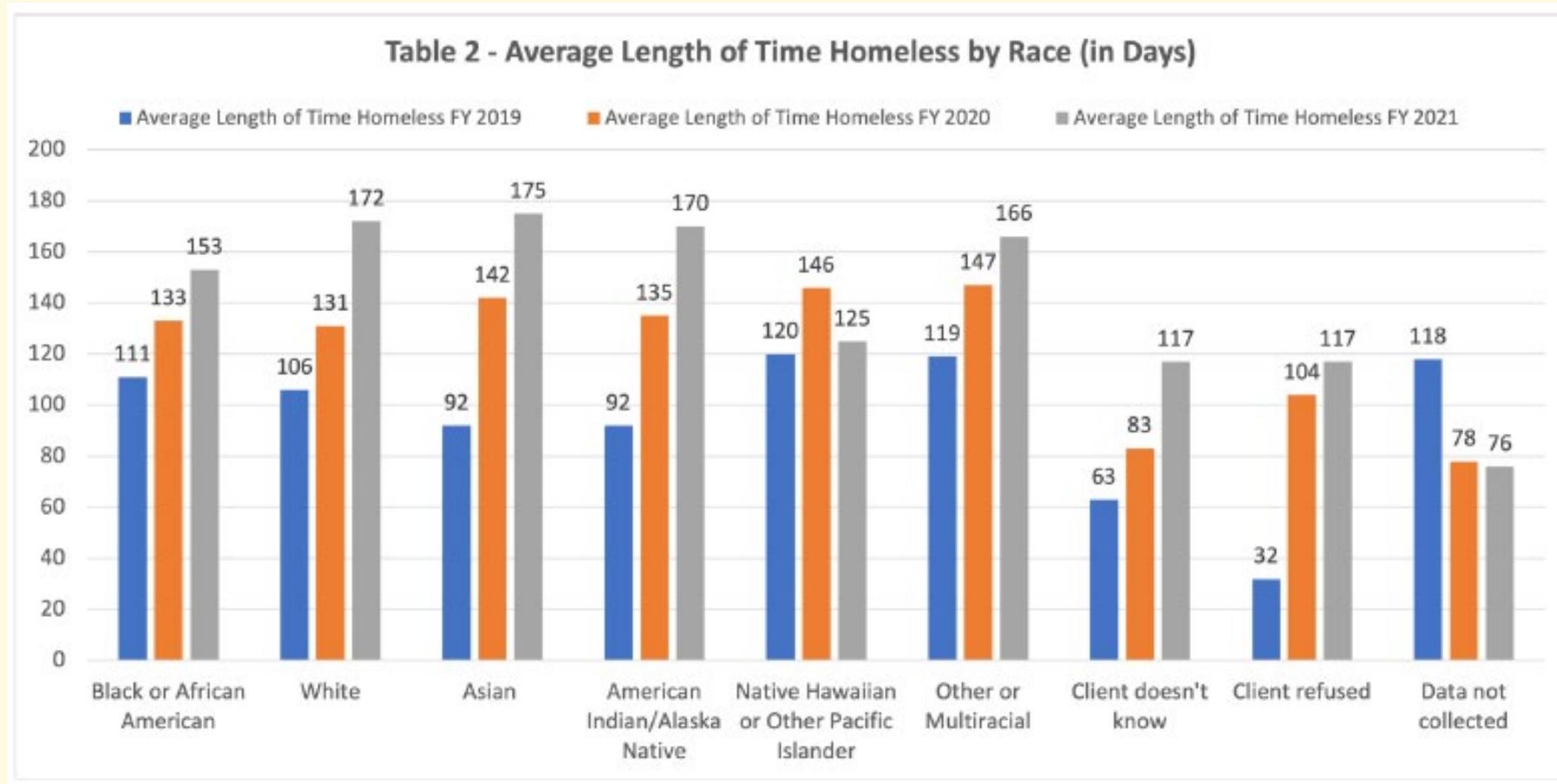
Table 2 - Average Length of Time Homeless by Race (in Days)

- The percentage of Hispanic/Latin(x) households experiencing first time episodes of homelessness increased steadily between 2019 and 2021. The percentage of Non-Hispanic/Non-Latin(x) households experiencing first time episodes of homelessness decreased steadily between 2019 and 2021.

Persons Experiencing Homelessness for the First Time by Ethnicity
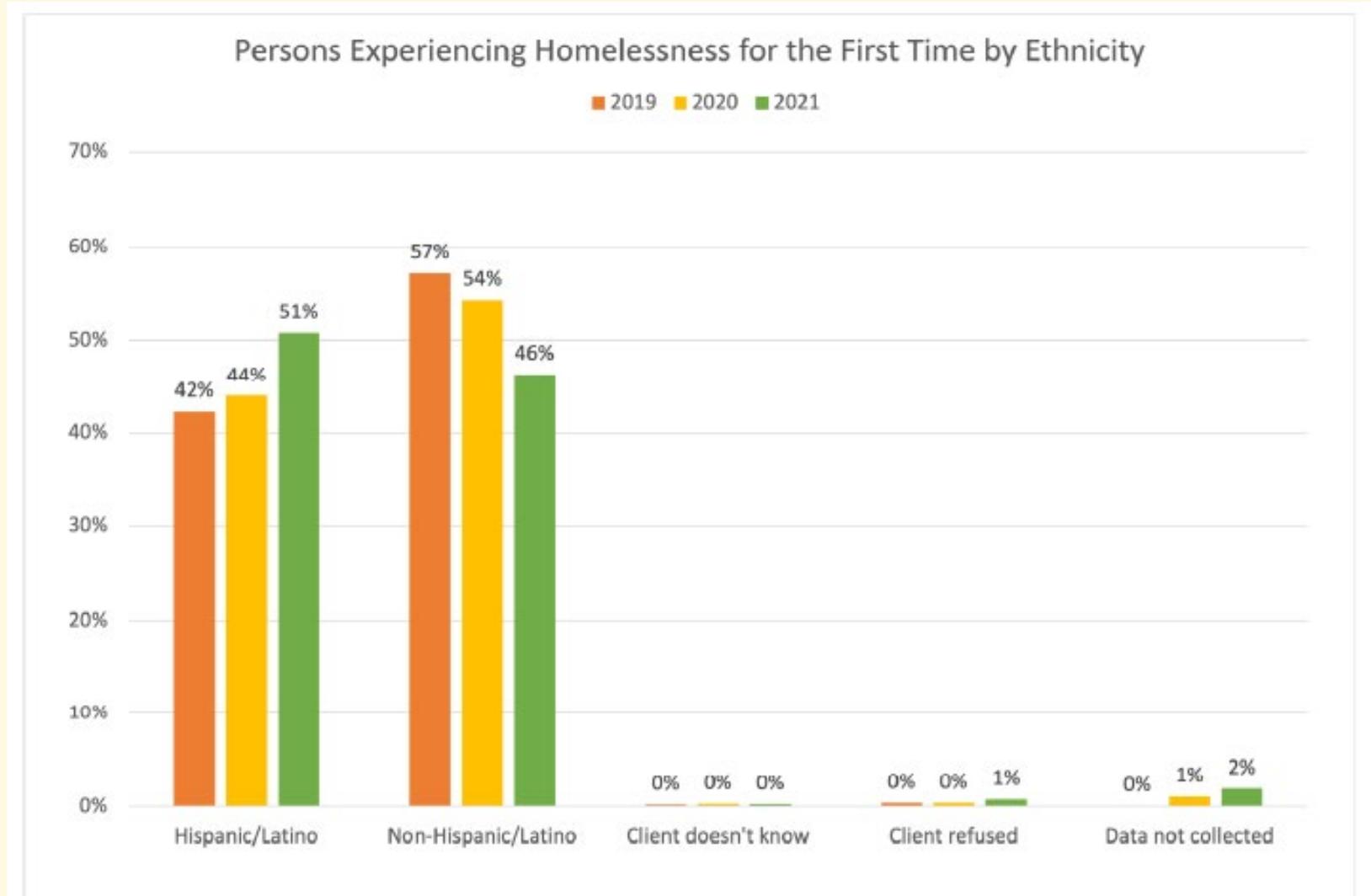
Quantitative Analysis Findings

Returns to Homelessness

- Highest total number of returns to homelessness across all three fiscal years was during the first six months of households after becoming permanently housed.

- Total number of returns to homelessness during the two years of households becoming permanently housed decreased from 2019 to 2021 for every racial/ethnic group, except for Black or African American households.

- When comparing the total number of returns to homelessness during the two years of households becoming permanently housed, there was an 11% decrease in returns to homelessness from 2019 to 2021.

Quantitative Analysis Findings

CES Prioritization Data for Individuals	Asian and White households are being prioritized for permanent supportive housing at the highest rates (36% and 27% respectively).
	Important to note that the Asian demographic group represents a small segment of the population (22%).
	Native Hawaiian/Other Pacific Islander and Black or African American households being prioritized for rapid rehousing at higher rates than other demographic groups (24% and 23% respectively).
CES Prioritization Data for Families	From 2019 to 2021, the percentage of Black or African American families that were prioritized for no housing intervention increased and the percentage of Black or African American families that were prioritized for permanent supportive housing decreased.
	From 2019 to 2021, the percentage of White families that received no housing intervention decreased and the percentage of White families that received permanent supportive housing increased.

Qualitative Analysis Findings

The following findings are a result of analysis by C4 Innovations and can be found in the published Presentation of Findings and the Qualitative Data Findings Report

Data Collection Process

- Service Provider Listening Session – facilitated by C4 Innovations
- Lived Expertise Listening Session – facilitated by C4 Innovations
- Community Survey

Organizational Strengths

- There has been an improvement in CES service coordination to avoid duplication of services.
- Outreach workers have a strong partnership with cross-sector programs to facilitate warm handoffs to improve connections to services.
- CoC Board and leadership team are making intentional efforts to acknowledge race equity as a priority.
- Currently engaging and retaining the perspective of people with lived experience through the Lived Experience Advisory Committee.
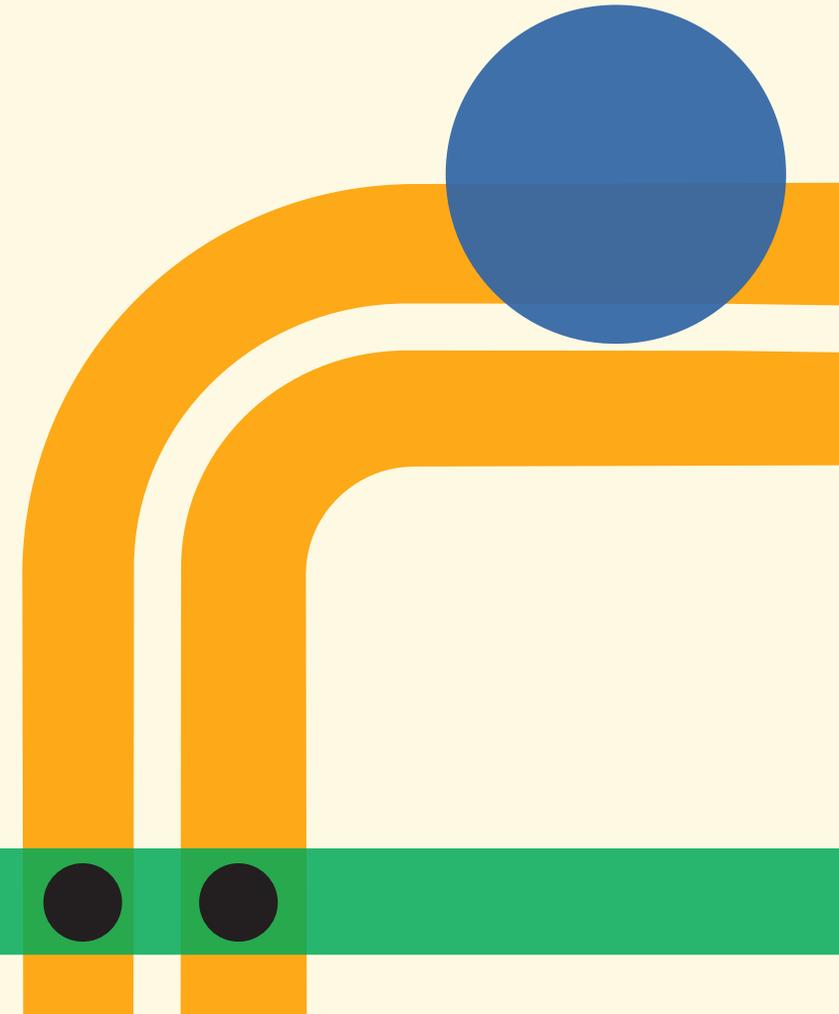
Phase 2: Action Planning and Continued Learning

May 2022 – October 2022

Key Activities Completed

- Results Academy Team Orientation

- Results Academy Team Sessions

- Racial Equity Roadmap Development

  a. Equitable Results Action Planning

  b. Factor and Root Cause Analysis

  c. Strategy Development

- The Results Academy Team included 10 members and was intentionally designed to include representation from different parts of the homeless service system in the **action planning and continued learning** phase.

  o CoC Board members – Tim Shaw, Dawn Price and Nikki Buckstead

  o System leaders – Elizabeth Andrade and Katherine Rodriguez

  o Frontline service providers – Lauren Farrell and Coco Gabaldon

  o Persons with lived expertise – Nadia Atalah and Kymberly McClain

  o Office of Care Coordination – Felicia Boehringer

Racial Equity Roadmap Development

- The Results Academy Team reviewed the findings of the quantitative and qualitative analyses and further sought to make meaning of the data.

- C4 Innovations provided the Equitable Results Framework for use in action planning and development of the Racial Equity Roadmap.

Data Landscaping → Future Visioning → Root Cause Analysis → Strategies → Action Steps → Evaluate & Refine Strategies → Equitable Outcomes
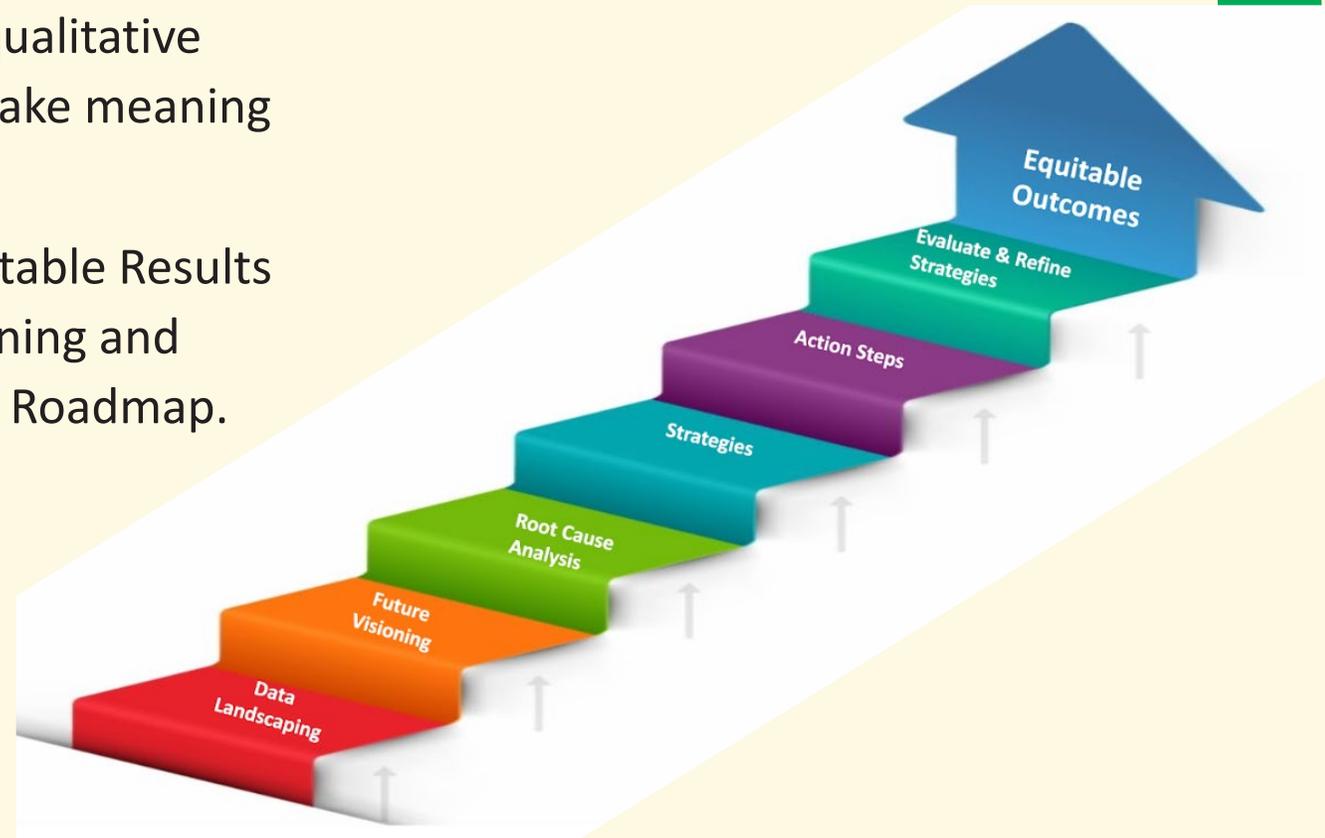
Racial Equity Roadmap Development

- Through consensus building, the Results Academy Team identified priority areas of focus for action planning to improve racially equitable outcomes.

- The following data points informed the action planning process:

"When looking at the total group of families that were prioritized for permanent supportive housing (PSH) over the three-year time frame, the percentage of Black or African American families decreased from 40% to 0%. In contrast, the proportion of white families that were prioritized for PSH increased from 60% - 90%"

"Black or African American households are 5.5 times more likely to show up in the Point In Time count as they are to show up in the general population. This disparity is not explained by the poverty rate. This is the demographic group that is experiencing the greatest disparity in OC in terms of homelessness."

Racial Equity Roadmap Development

- C4 Innovations guided the Results Academy Team to consider both **universal** and **specific root causes** for racial disparities seen within the Orange County CoC.

- Potential **Universal Root Causes** outside of the direct influence of the CoC:
  - Structural racism embedded in systems and policies
  - Inequities and racism within criminal justice system can lead to additional barriers to housing
  - Less access to legal assistance in Orange County to assist with fair housing and addressing discrimination from employers
  - Isolating environment for Black or African American individuals due to history of housing segregation

- Potential **Specific Root Causes** are reflected and addressed in the draft of the Racial Equity Roadmap Action Plan, which was part of Phase 3.

Phase 3: Implementation Support and Sustainability

October 2022 – December 2022

Key Activities Involved

- Applied-Level Learning Sessions

- Review of developing 211OC CoC Data Dashboard

- Implementation Coaching Sessions

- Sustainability Consultation

- Racial Equity Roadmap Document

- Final Report of Written Recommendations from C4 Innovations

- Phase 3 was the final phase of the Racial Equity Roadmap work with C4 Innovations

- Along with the Racial Equity Roadmap action plan, C4 Innovations facilitated sessions to discuss **implementation and sustainability** of strategies, which included membership from:
  - Results Academy Team
  - Office of Care Coordination
  - CES Administrators
  - HMIS Lead Agency
  - CoC Board

Racial Equity Roadmap Action Plan

- The Results Academy Team, Office of Care Coordination, HMIS Lead Agency and CES Administrators collaboratively created the final working draft of the Racial Equity Roadmap Action Plan

- The CoC Board membership, CoC service providers and adjacent partners must take ownership in implementing prioritized strategies for the Racial Equity Roadmap Action Plan to be effective.

- The established areas of focus and prioritized strategies are being shared to provide an overview of the Racial Equity Roadmap Action Plan.

- Specific action steps will still need to be prioritized and assigned to a specific entity for implementation.
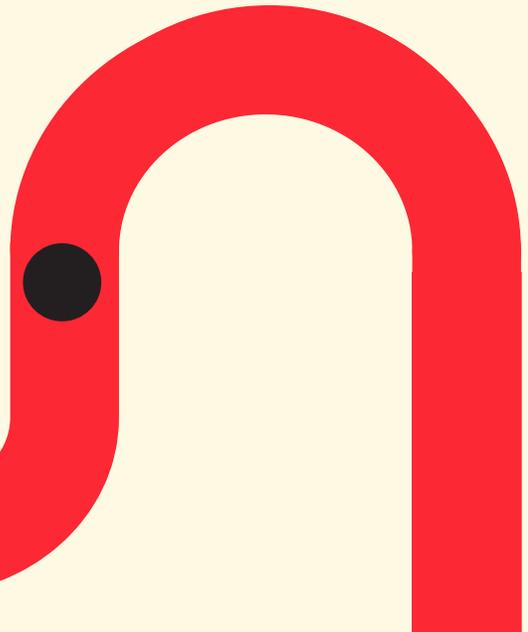
Action Plan Focus Areas

1 System Improvements

2 Culture Shift

3 Funding and Resource Allocation

4 Partnerships with Adjacent Systems & Community Providers

5 Analysis
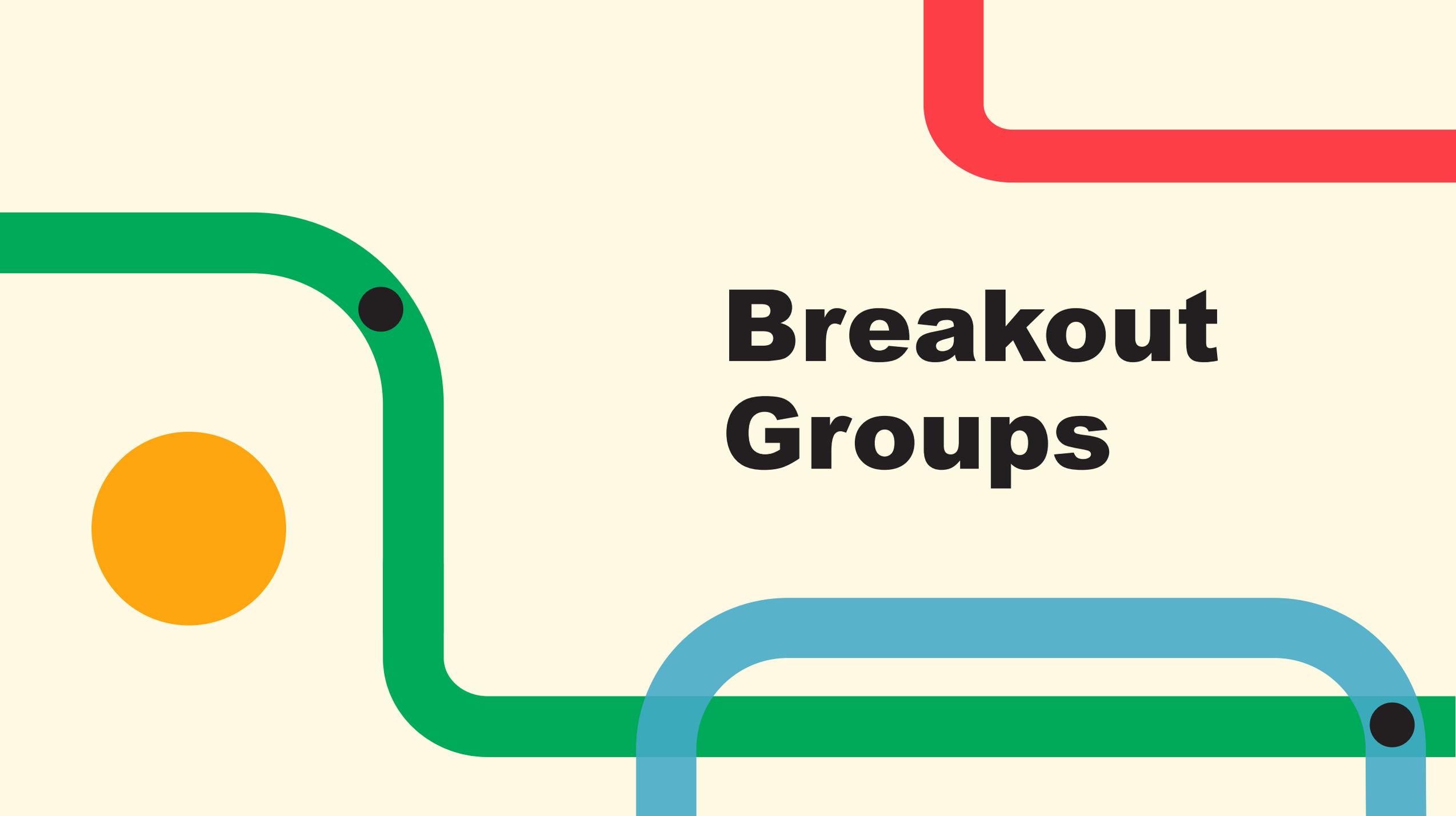
Breakout Groups

Championing Racial Equity into Action

Group Work:

1. Break into groups of 5 – 10
2. Each group will receive a packet. Please fill out your name and agency/affiliation. Packets will be collected at the end of the meeting.
3. The two questions to focus on are included in the packet:
   - Which 2 – 3 strategies and/or action steps are you or your agency/program already implementing to advance racial equity?
   - Which 2 – 3 action steps do you want to see the Orange County CoC prioritize to advance racial equity for individuals and families at risk of or experiencing homelessness in Orange County?
4. Focus on the strategies or action steps that catch your attention.
5. You will have 15 minutes of group time to discuss.
6. Then, we will debrief and have each group share highlights.

Reminders

- *Common starting place: acknowledging there is work to be done to create more equitable outcomes*
- *Create safe, brave spaces for sharing and brainstorming*
- *Commit to being curious and remaining open to learning*
- *Try to remain solutions-focused in discussion*
- *This is an opportunity for ownership in the work of racial equity in the work of our CoC*
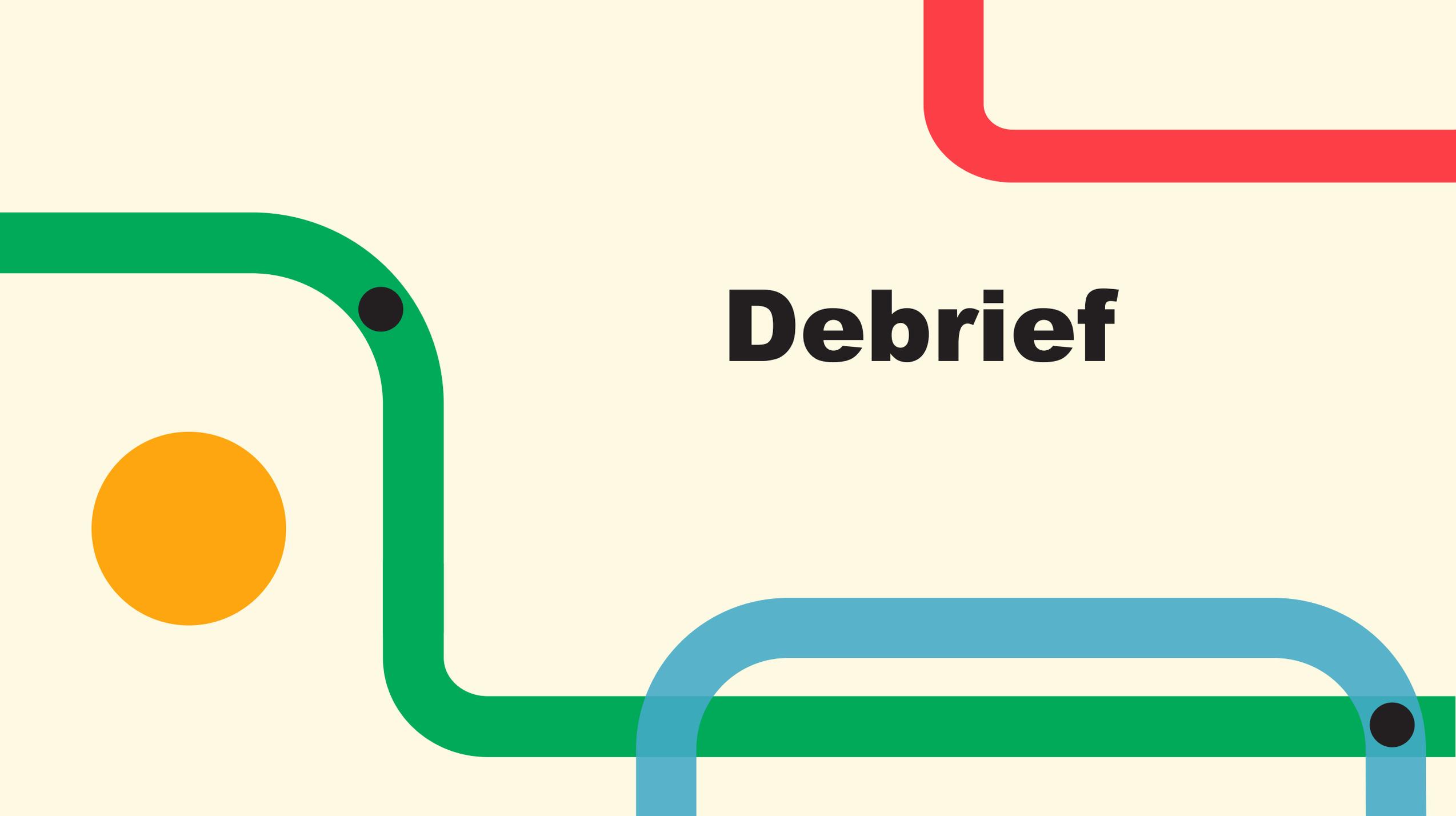
Debrief

Wrapping Up: Implementation and Sustainability of Action Plan

Recommendations for Implementation and Sustainability

- C4 Innovations provided the [Racial Equity Roadmap and Recommendations for Implementation and Sustainability final brief](#) to the Office of Care Coordination and Orange County CoC.

- The document highlights specific areas of the Racial Equity Roadmap Action Plan that need further development and provides recommendations to address technical and adaptive leadership challenges.

- It should be noted, C4 Innovations applies the three pillars of the Racial Equity Design and Implementation (REDI) framework when shaping their approach:
  1. Culture Shift
  2. Centering Lived Experience
  3. Implementation of Anti-Racist Practices, Policies, Tools and Frameworks

Recommendations for Implementation and Sustainability

1. Authentic Engagement of Partners with Lived Experience
2. Shared Power and Decision-Making with Black/African American Stakeholders
3. Multiple Equity Initiatives
4. Building Buy-in
5. Culture Shift
6. Accountability Structure
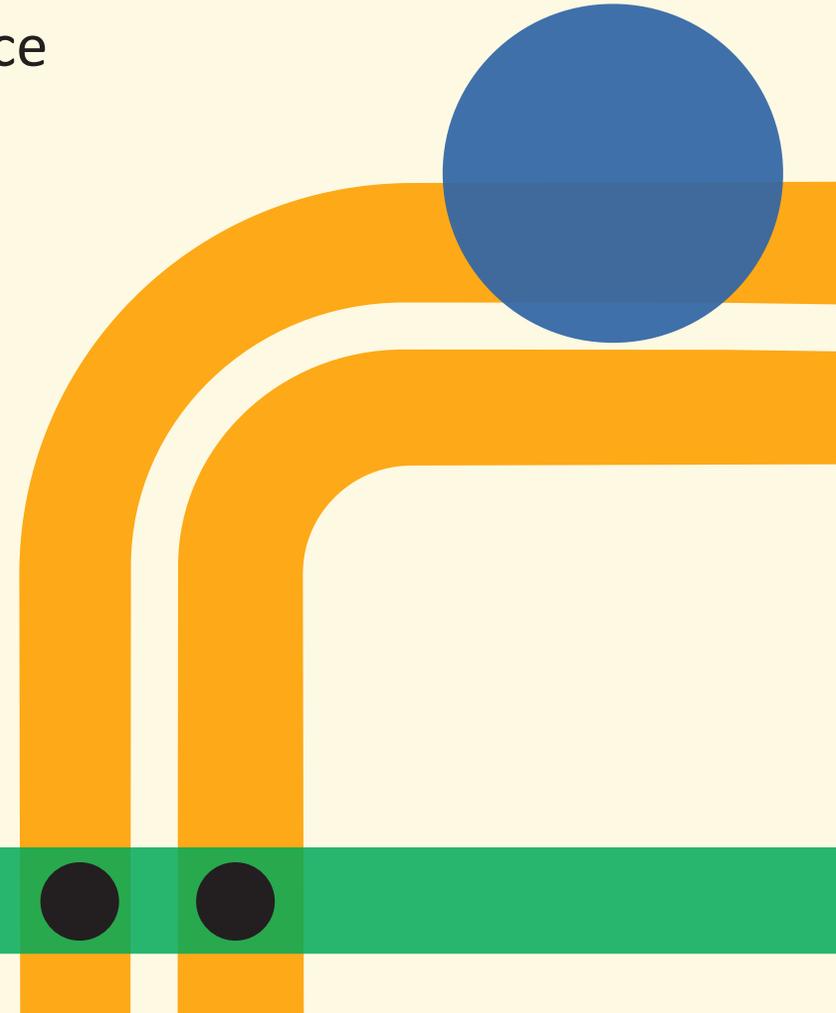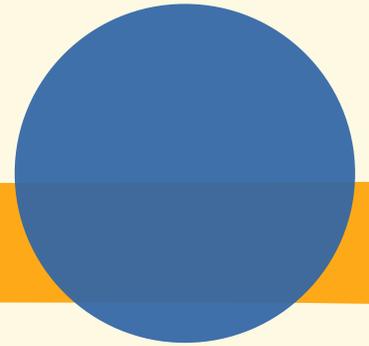
Next Steps

- The CoC Board membership is working to identify who will "champion" the continued racial equity efforts for the CoC (i.e. working group or committee).

- As C4 Innovations notes, **working towards racial equity is a long-term commitment**, and at times, the work may need to pause or even take a few steps back before it can move forward again.

- Implementation to achieve maximum impact will require:
  - Public accountability and community-wide ownership - *that means all of us!*
  - A process to collect ongoing feedback and work through challenges and barriers
  - Full integration of people with lived experience
  - Acknowledging that there will be a need for ongoing evaluation of impact and course correction

"Racial equity *is* the work – not a piece of the work to occur on the sidelines"

Regina Cannon
Founder, President and CEO of ARC4Justice
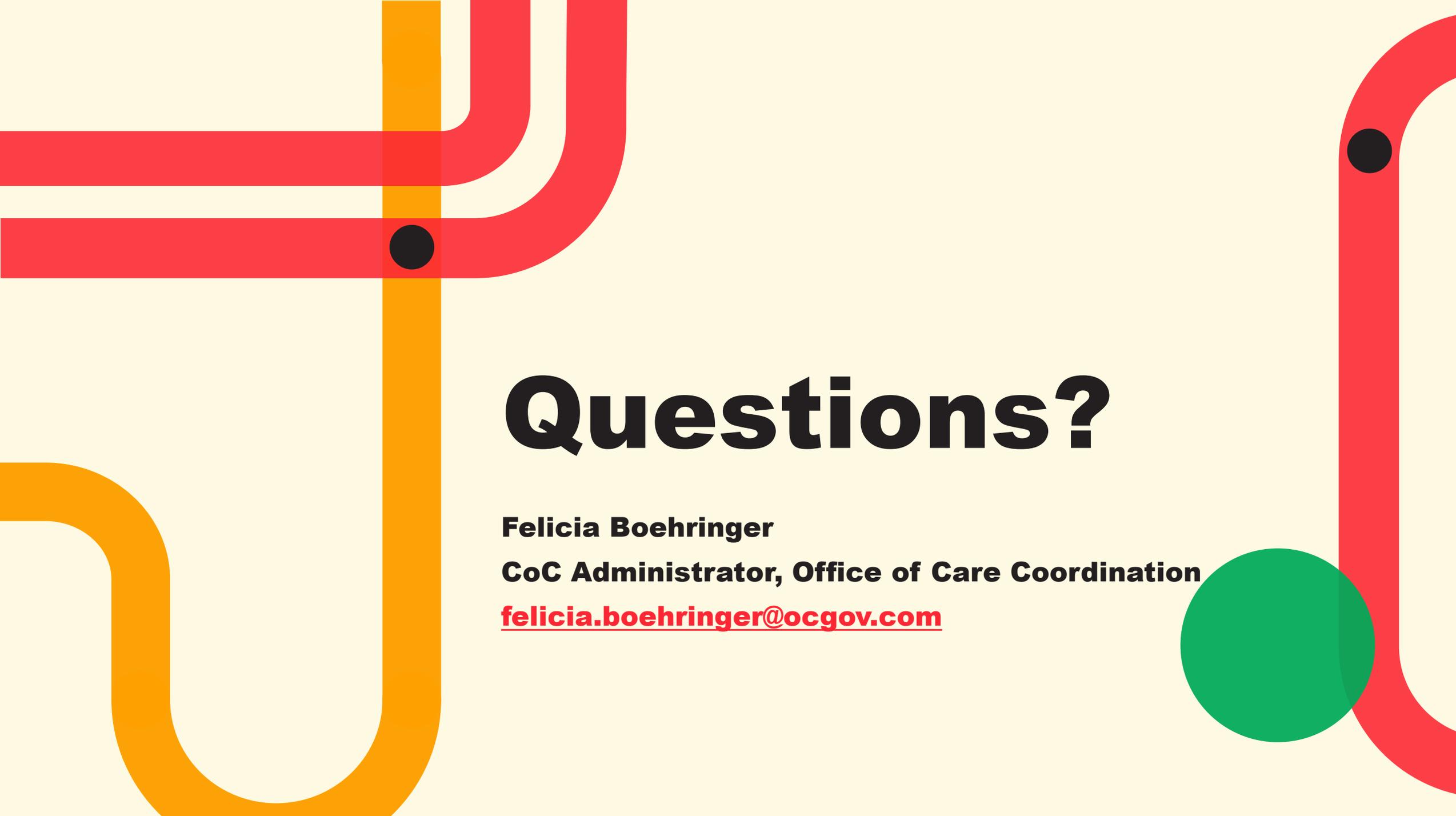
Questions?

Felicia Boehringer

CoC Administrator, Office of Care Coordination

felicia.boehringer@ocgov.com

Service Provider Highlight:
Alianza Translatinx

Isabella Chavez, Alianza Translatinx

Alianza Translatinx

Our Vision:

Through education, community empowerment, and social justice we seek to ensure and foster the inclusion and unity of our community .

Alianza
Translatinx

Name & Gender Marker Support Services

Removing financial barriers to this important step in transitioning

Behavioral Health Services

Providing free trauma-informed and client-centered behavioral health therapy

Weekly Food Bank & Social Support Groups

Sharing safe and brave spaces for encouragement & leadership
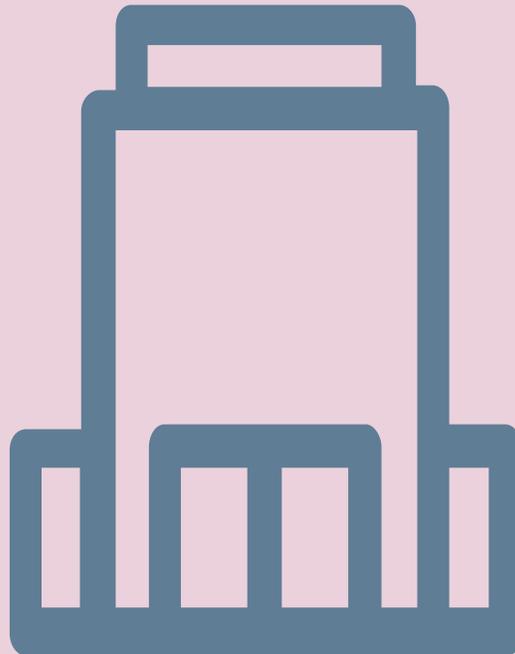
2,000 +

Transgender individuals served by Alianza Translatinx

$50,000

In meal vouchers, emergency services, and client services provided
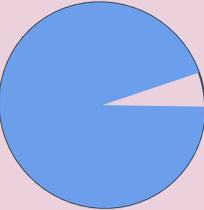
Video link: https://youtu.be/GdEjM0Mkz2A
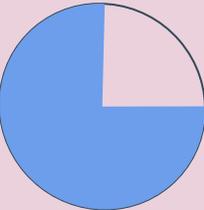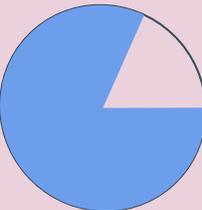
Medi-Cal Redetermination Update
Brian Nelson, OC Social Services Agency (SSA)

Medi-Cal – Continuous Coverage Requirement Updates

*Content included in this presentation is at a point in time and is subject to change

Speaker

Brian Nelson
Assistance Programs
Medi-Cal Operations and Policy Team

Public Health Emergency (PHE) and Continuous Coverage Requirement

- During the PHE, counties have halted the processing of Medi-Cal annual redeterminations and were required to maintain continuous coverage for beneficiaries – which has delayed negative action, including discontinuances, with only a few exceptions.

- On December 29, 2022, the Fiscal Year 2023 Consolidated Appropriations Act (Act) was signed into law. The Act sunsets the Medi-Cal Continuous Coverage requirement effective March 31, 2023.

- Previously, the resumption of Medi-Cal redeterminations was tied to the termination of the PHE. The Act decouples the continuous coverage requirement from the PHE termination date.

Orange County Unwinding Plan

- California counties will need to resume normal Medi-Cal eligibility redeterminations beginning **April 1, 2023**.

- Counties will have a period of 14-months to return to normal eligibility and enrollment operations.

- This means we will have a total of 14 months to initiate and complete redeterminations for nearly all of Orange County's beneficiaries.

Annual Redeterminations

- To simplify the unwinding process, Medi-Cal beneficiaries will maintain their current renewal month in their case records and SSA **will conduct a full redetermination** at the client's **next scheduled renewal month** – beginning with June 2023 renewals.

  - **April 2023** - Initiate ex parte review for renewals due June 2023 and mail annual renewal packet if the ex parte process was not successful. The packet comes in a yellow envelope.

  - **June 2023** - Notice of Action sent 10 days prior to adverse action)if the annual renewal remains incomplete or the beneficiary is no longer eligible for Medi-Cal.

  - **June 30, 2023** - Final day of Medi-Cal eligibility for discontinued beneficiaries whose renewal remains incomplete or the beneficiaries who are no longer eligible to Medi-Cal.

- Customer may provide the annual redetermination **information** by mail, phone, fax, in person or by electronic means

Note: Ex parte review refers to a review of the most recent or last known data before requesting any additional information or verification from the customer.

Reporting Change in Circumstances

- Beneficiaries have been reporting changes such as a new job during the PHE and will continue to report changes in their households through the "unwinding period."

- However, any changes reported during the PHE and the 12-month unwinding period that could lead to a **negative action shall be** <u>**paused**</u>, **until the beneficiary's annual redetermination** is due and initiated during the unwinding period.

- During the PHE and the unwinding period, changes that result in a positive change will be processed upon receipt of the change.

Adjusting Reasonable Compatibility Income Threshold

- California uses a standard to determine whether the income in federal data sources is compatible with the information an individual reports. When the income is reasonably compatible, the beneficiary does not need to provide proof of their income.

- The California Department of Health Care Services has submitted a Modified Adjusted Gross Income (MAGI) Verification Plan to increase the reasonable compatibility threshold to 20% through May 2024.

- This flexibility is anticipated to help increase the percentage of automated ex parte renewals completed for MAGI Medi-Cal.

Return Mail

When mail is returned as undeliverable, outreach is conducted.

Normal Process

- Complete ex parte review in search for a more recent address

- Attempt a phone call to the customer to confirm current address

Waiver – United States Postal Service (USPS) Forwarding Address

- If the USPS provides an in-state forwarding address, SSA will update the Medi-Cal case record and attempt to re-send the previously returned mail to the beneficiary's new address.

Call Centers

COVERED CALIFORNIA (800) 300-1506	SSA'S SERVICE CENTER (800) 281-9799
Hours of Operation: 🍊 Monday-Friday 8 a.m. to 6 p.m. 🍊 Saturday 8 a.m. to 5 p.m.	Hours of Operation: 🍊 Monday-Friday 6:30 a.m. to 8 p.m. 🍊 Saturday 7 a.m. to 4:30 p.m.
Covered California agents answer the calls and screen for MAGI or Non-MAGI benefits	Answer general questions regarding active cases and accepts applications
Calls are transferred to an Orange County Processing Center (OCPC) Intake Call Center worker to process applications	Request new Benefit Identification Card (BIC)
	Report changes, such as: Change of address, phone number, birth or adoption of a child, marriage/divorce, income changes (new job, increase/decrease in pay or hours, job loss)
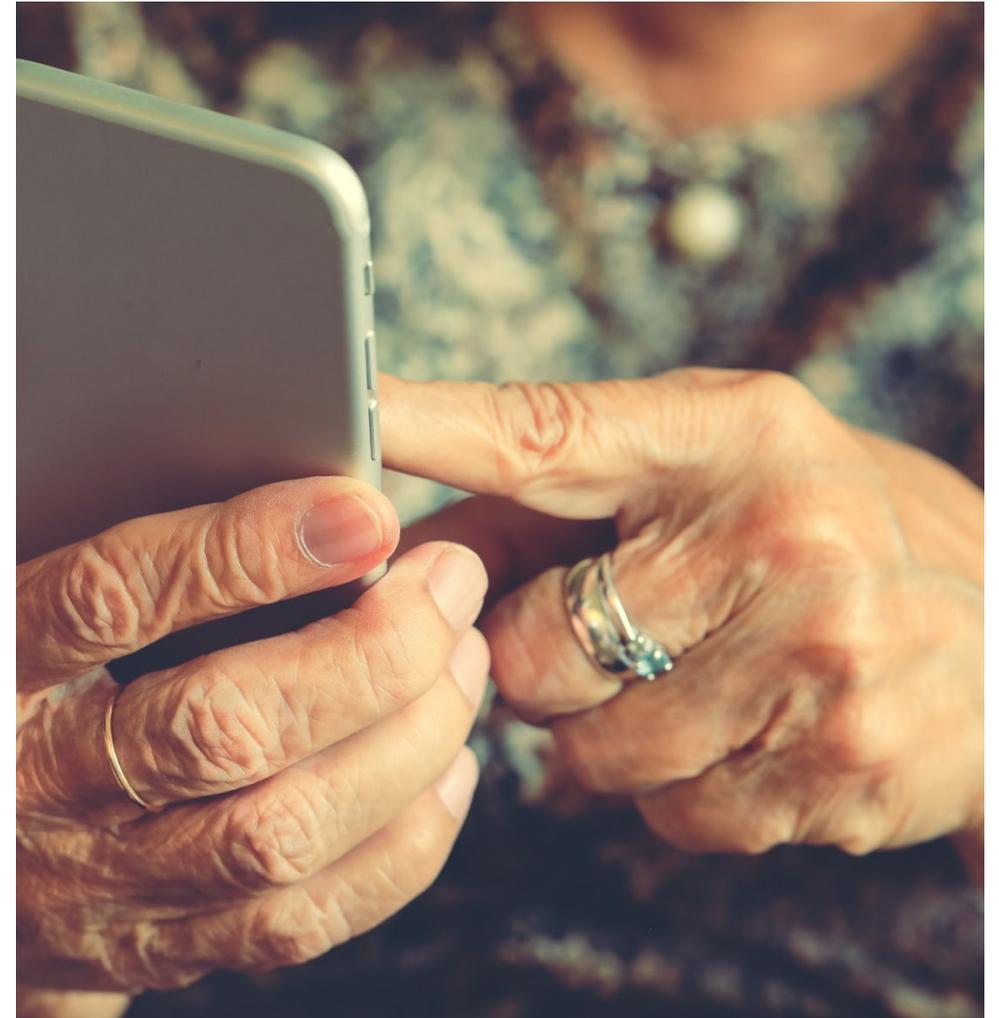
Questions?

For more information, please visit: ssa.ocgov.com

CoC Updates
Sarah Jones, CoC Manager,
Office of Care Coordination

FY 2023 CoC Program Notice of Funding Opportunity (NOFO)

- The U.S. Department of Housing and Urban Development (HUD) releases the CoC Program NOFO annually, which invites CoC's from across the nation to apply for competitive funding.

- It is anticipated that the FY 2023 CoC Program NOFO will be released in Spring of 2023, which is earlier than previous years.

- The Office of Care Coordination and CoC Board are preparing for the upcoming FY 2023 Program NOFO and will provide ongoing communication via the CoC email distribution list as updates arise.

Request for Proposals for Financial Incentives and Professional Support Services for People with Lived Experience of Homelessness

- The County of Orange's Office of Care Coordination is seeking proposals from qualified organizations to provide Financial Incentives and Professional Support Services for People with Lived Experience of Homelessness.

- The primary goal of this Request for Proposals (RFP) is to identify Proposer(s) to coordinate the provision of financial incentives for persons with current or past lived experience of homelessness (Persons with Lived Experience) who are partnering with the Office of Care Coordination and/or the Orange County Continuum of Care (CoC) as members of the CoC Board, Lived Experience Advisory Committee, Youth Action Board, and other relevant initiatives.

    - ❖ **Bid Title**: Financial Incentives for People with Lived Experience of Homelessness
    - ❖ **Bid Number**: 017-23010858-CR
    - ❖ **Bid Starts**: March 2, 2023, 2023, at 7:52 p.m.
    - ❖ **Bid Ends**: March 30, 2023, at 2:00 p.m.

- For more information, visit the following link: Financial Incentives for People with Lived Experience of Homelessness RFP

Orange County Cold Weather Emergency Shelter

The Orange County Cold Weather Emergency Shelter provides shelter for individuals experiencing homelessness at the Independence Park Gymnasium in Fullerton.

- **Location:** Independence Park Gymnasium in Fullerton

- **Eligibility**: No walk-ups are permitted. This program is for adults only, age 18 and older.

Bus Pick-Up Location #1:

Fullerton Transportation Center on Santa Fe Ave

- Pick up time #1 – 4:45 p.m.

- Pick up time #2 – 5:45 p.m.

- Drop off time #3 – 7:00 a.m.

Bus Pick-Up Location #2:

Harbor Blvd & Orangethorpe Ave, bus stop near four corners of shopping center

- Pick up time #1 – 5:15 p.m.

- Pick up time #2 – 6:15 p.m.

- Drop off time #3 – 7:30 a.m.

For more details, contact the Cold Weather Emergency Shelter: (657) 520-9185

Agenda Item #5

CoC General Membership

- Membership in the Orange County CoC is open to all organizations and individuals seeking to prevent and end homelessness in Orange County

- There are two types of memberships: Organizational and Individual

- CoC voting privileges are contingent upon membership

- CoC General Membership Application

  - ❖ If you are interested in joining the CoC General Membership as an organization or individual, please submit a CoC Membership Form to CareCoordination@ocgov.com with the subject line "CoC Membership Application"

  - ❖ CoC Membership Forms can be found on the front table or on the CoC webpage

You can sign up for CoC updates by emailing CareCoordination@ocgov.com or visiting the CoC webpage

The Office of Care Coordination is Hiring!

- The Office of Care Coordination is currently recruiting to fill two (2) Care Coordination Staff Specialist – Extra Help positions to support with special projects and initiatives being led by the Office of Care Coordination.

- Please note, Extra Help or temporary/seasonal positions are estimated to last six months up to one year.

- If you have any questions pertaining to this recruitment or if you are interested in the employment opportunity, please contact or submit your resume to Tatiana Garcia at Tatiana.Garcia@ocgov.com by **Friday, March 24, 2023**.

Please assist us in sharing this employment opportunities with others!

National Alliance to End Homelessness (NAEH) Innovations and Solutions for Ending Unsheltered Homelessness Conference Update
Michael Rowe, Housing Programs Manager, Pathways of Hope

Announcements, Closing Remarks and Questions
Nishtha Mohendra, Chair

Networking

Thank you for joining!

Next Meeting:

May 18, 2023, 9:00 a.m. – 11:00 a.m.