

**ORANGE COUNTY
SERVICE PROVIDER FORUM**

Thursday, March 16, 2023
9:00 a.m. – 11:00 a.m.



Chair: Nishtha Mohendra, Families Forward

MINUTES

1. **Welcome and Introductions** – Nishtha Mohendra, Chair, and Felicia Boehringer, Continuum of Care (CoC) Administrator, Office of Care Coordination
 - a. **New Chair introduction**
 - At the January 2023 meeting of the CoC Board, CoC Board member Nishtha Mohendra was appointed to the Service Provider Forum Chair to ensure continuity of the established committee with the work of the Orange County CoC.
 - b. **New meeting name**
 - Moving forward, the meeting will now be called the Service Provider Forum, formerly known as the Homeless Provider Forum.
 - c. **Members of the public are invited to introduce themselves**
2. **Racial Equity Framework Session** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
Felicia Boehringer provided background of the Orange County CoC Racial Equity Roadmap development. The development of the Racial Equity Roadmap took place in three phases from December 2021 through December 2022. Phase 3 of the Racial Equity Roadmap initiative concluded with a working 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. In order for the Racial Equity Roadmap Action Plan to be effective, specific action steps still need to be prioritized and assigned to a specific entity for implementation, therefore, the CoC Board membership, CoC service providers and adjacent partners must take ownership in implementing prioritized strategies.

Public Comments:

- A member of the public suggested inclusivity training to staff, as well as program participants.
- A member of the public stated that there is a need to start advocating for director positions and decision-making positions to reflect the demographics of the population served. The member of the public also stated that racial impact starts at the top with leadership.
- A member of the public suggested to increase the level of training for staff on all levels, as well as being intentional about having quarterly or annual re-certification trainings that

include cultural competency, diversity, equity, and inclusion (DEI), implicit bias, and compassion fatigue. The member of the public also suggested that people with lived experience should offer those trainings, as well as the need to compensate them for their time and expertise.

- A member of the public shared that there are limited opportunities for people who are undocumented; therefore, the suggested that allocation of funding should have some emphasis people who are documented. In regard to shelters, the member of the public shared that in some shelters, the couple beds are only for couples who are married which may exclude households.
- A member of the public shared that people must be mindful of the virtue signaling that is done by cities or communities in Orange County.
- A member of the public recommended that the Orange County CoC partner with other adjacent systems to create regional homeless programs. The member of the public explained that some participants may have been assisted in other counties, but it is difficult to identify what services or care was provided to the participant; therefore, a regional homeless program would assist in regional coordination.

3. **Service Provider Highlight: Alianza Translatinx – Isabella Chavez, Alianza Translatinx**

Khloe Rios-Wyatt, Chief Executive Officer (CEO) and Co-Founder, and Isabella Chavez, Patient Navigator, presented an overview on Alianza Translatinx, which is one of the first transgender-led organization by transgender people of color in Orange County. Alianza Translatinx seeks to ensure and foster the inclusion and unity of the transgender and gender non-conforming (TGNC) community. Alianza Translatinx provides services to TGNC people of color including health education, linkage to care, gender marker and name change supporting services, and referrals to medical services.

Public Comments:

- A member of the public inquired if Alianza Translatinx has translation resources.
- A member of the public asked for more details regarding documentation cost.
- A member of the public asked if Alianza Translatinx is open to serving LGBTQ communities.
- Alianza Translatinx clarified that they do not turn away people from receiving services.

4. **Medi-Cal Redetermination Update – Brian Nelson, OC Social Services Agency (SSA)**

Brian Nelson provided an update on the Continuous Coverage Requirement which was tied to the Public Health Emergency. On December 29, 2022, the Fiscal Year (FY) 2023 Consolidated Appropriations Act) was signed into law which sunsets the Medi-Cal Continuous Coverage requirement effective March 31, 2023. Beginning April 1, 2023, beneficiaries must reevaluate for coverage of Medi-Cal in California. Orange County will have a total of 14 months to initiate and complete redeterminations for all of Orange County's Medi-Cal beneficiaries. There is a need to ensure households complete the annual Medi-Cal eligibility redeterminations to ensure households maintain Medi-Cal coverage.

Public Comments:

- A member of the public inquired for more detail for the coordination of CalOptima Health.

- A member of the public asked if the workforce or service providers can assist with the Medical redetermination process.

5. **CoC Updates** – Sarah Jones, CoC Manager, Office of Care Coordination

Sarah Jones provided the following CoC Updates:

- **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.
- **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 organizations to provide Financial Incentives and Professional Support Services for People with Lived Experience of Homelessness. The primary goal of this RFP is to identify proposer(s) to coordinate the provision of financial incentives for persons with current or past lived experience of homelessness who are partnering with the Office of Care Coordination and/or the Orange County CoC as members of the CoC Board, Lived Experience Advisory Committee, Youth Action Board, and other relevant initiatives. For more information, visit the following link: [Financial Incentives and Professional Support Services for People with Lived Experience of Homelessness](#)
- **Orange County Cold Weather Emergency Shelter:** The Orange County Cold Weather Emergency Shelter is open and provides shelter for individuals experiencing homelessness at the Independence Park Gymnasium in partnership with the City of Fullerton and PATH. The Orange County Cold Weather Emergency Shelter flyer can be found at the link: https://ceo.ocgov.com/sites/ceo/files/2023-02/OC%20Cold%20Weather%20Flyer%201.27.2023%20updated_0.pdf
- **CoC General Membership:** General Membership to the Orange County CoC is open to all organizations and individuals seeking to prevent and end homelessness in Orange County. CoC Membership Forms can be found on the resource table of the Service Provider Forum Meetings or on 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. If there is interest in the employment opportunity, resumes must be submitted by Friday, March 24, 2023.

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

Michael Rowe shared two highlights in regard to the NAEH Conference. Michael Rowe first noted that there was a great amount of integration of people with lived experience as many of the conference sessions were led by people with lived experience and attended by people with lived experience. Michael Rowe also shared that there was an emphasis on older adults experiencing homelessness and information provided in regard to improving service delivery for older adults. The conference addressed gaps and needs, as well on information on how to improve programs and secure funding.

7. **Announcements, Closing Remarks and Questions** – Nishtha Mohendra, Chair

The meeting went over time. This agenda item will be continued at next the Service Provider Forum Meeting.

8. Networking

The meeting went over time. The agenda item will be continued at next the Service Provider Forum Meeting.

Next Meeting: Thursday, May 18, 2023, from 9:00 a.m. – 11:00 a.m.

For more information on CoC Board and Committee Meetings, the CoC email distribution list, or how to become part of the CoC General Membership, please visit the CoC Webpage at <https://ceo.ocgov.com/care-coordination/homeless-services/continuum-care> or contact the Office of Care Coordination at CareCoordination@ocgov.com

What is CalFresh?

CalFresh provides eligible Californians with a boost to their food budgets, making it possible to buy more healthy foods.



A family of four may be eligible to receive more than **\$900** every month to buy food.



Recipients receive an Electronic Benefit Transfer (EBT) card to buy food at grocery stores, farmers markets and online at **Northgate Market, Walmart, Albertsons, Vons and Amazon.**

Applying for CalFresh is confidential and can take 30 minutes or less!

Online: www.mybenefitscalwin.org



By phone: (800) 281-9799



In person: Find an SSA office at <https://ssaregionlocator.ocssa.net>



By mail: P.O. Box 70003
Anaheim, CA 92825-9922



By fax: (714) 645-3489



Students who receive proper nutrition have higher test scores, lower rates of absenteeism and fewer disruptions.



Children in mixed immigration status households may be eligible for CalFresh benefits.

To learn more about other benefits, such as Medi-Cal and CalWORKs, visit ssa.ocgov.com

¿Qué es CalFresh?

CalFresh proporciona a Californianos elegibles un aumento a sus presupuestos alimentarios, lo que les permite comprar alimentos más saludables.



Una familia de cuatro miembros puede recibir más de **\$900** cada mes para comprar alimentos.



Si el elegible recibiera una tarjeta de Transferencia Electronica de Beneficios (EBT) para comprar alimentos en supermercados, mercados de agricultores y en línea en **Northgate Market, Walmart, Albertsons, Vons and Amazon.**



Los estudiantes que reciben una nutrición adecuada tienen puntajes de prueba más altos, tasas más bajas de ausentismo y menos interrupciones.



Los niños en hogares con estatus migratorio mixto pueden ser elegibles para los beneficios de CalFresh.

¡Solicitar CalFresh es confidencial y puede tomar 30 minutos o menos!

En línea: www.mybenefitscalwin.org o www.getcalfresh.org



Por teléfono: (800) 281-9799



En persona: Encuentre una oficina de SSA en ssa.ocgov.com



Por correo: P.O. Box 70003
Anaheim, CA 92825-9922



Por fax: (714) 645-3489



Para obtener más información sobre otros beneficios como Medi-Cal y CalWORKs, visite ssa.ocgov.com







Food Market

We are here in your time of need.



south county
outreach

The South County Outreach food market program is located at
7 Whatney, Suite B, Irvine, CA 92618.
No appointment necessary.

7 Whatney, Suite B, Irvine, CA 92618 | 949-380-8144 | www.sco-oc.org |    







Volunteer

to make a difference in your local area.



south county
outreach

Volunteers are vital to **HOPE**.
When you volunteer with South County Outreach, you are making a real
and valuable **positive impact on our neighbors in need.**

7 Whatney, Suite B, Irvine, CA 92618 | 949-380-8144 | www.sco-oc.org |    



SOUTH COUNTY OUTREACH IS HERE TO HELP.

When you visit our Food Market, you control the cart and what goes in it, just like in your local grocery store.

Please provide the following documentation:

- Complete updated Food Pantry Application and Pantry Policies
- Identification for all Household Members:
 - **Adults:** Government Issued, photo with expiration date
 - **Minors:** Birth certificate, School ID, Immunization Record, etc.
- Complete Self-Declaration of Income Form

*Proof of Address, Pay stubs, bank statements, etc. are **no longer required**

Households are able to visit the South County Outreach Food Pantry **once a month** and get about a **week's worth of food** including fresh produce, meat, and dairy as well as shelf-stable items.

Additional programs include:



Homeless Prevention: Provides rental & utility assistance, paired with professional case management to prevent homelessness and promote self-sufficiency.



Workforce Education: Supports clients in attaining stable, living-wage paying jobs by providing the education and skills needed to set themselves up for success.

Conveniently located where the 5 meets the 405 at Lake Forest Drive.
Call [949-687-2412](tel:949-687-2412) for more information.



SOUTH COUNTY OUTREACH IS HERE TO HELP.

Help us end hunger and house hope.

Benefits of volunteering:

- Make a difference for families, individuals, children, seniors and those in crisis
- Learn new skills and develop critical thinking skills while solving real-world problems
- Meet people from all walks of life and make new friends

Volunteer opportunities include:

- Welcoming and checking in clients
- Driving our trucks for food pick up
- Sorting and stocking food in our Food Market
- Support at our thrift store, Upscale Resale
- Other seasonal opportunities

Volunteers support our programs:



Homeless Prevention: Provides rental & utility assistance, paired with professional case management to prevent homelessness and promote self-sufficiency.



Food Insecurity & Hunger Prevention: Our food market distributes emergency non-perishable and fresh food daily.



Workforce Education: Supports clients in attaining stable, living-wage paying jobs by providing the education and skills needed to set themselves up for success.



Upscale Resale: Our thrift store that benefits our programs, selling a variety of gently used and vintage items, including clothing and accessories, home décor, toys and more.



To get involved and for more information
Call [949-687-2408](tel:949-687-2408) or email voimgr@sco-oc.org








Homeless Prevention



South County Outreach's Homeless Prevention Program provides **rental & utility payment assistance**, as well as **case management services** to residents facing potential homelessness due to unpaid rent, or disconnection of utilities.

7 Whatney, Suite B, Irvine, CA 92618 | 949-380-8144 | www.sco-oc.org |    



什麼是 Medi-Cal?

Medi-Cal 是加州的聯邦醫療補助公共健康保險計畫的版本。它向符合該計畫資格要求的加州居民提供無費用或低費用的健康保險。

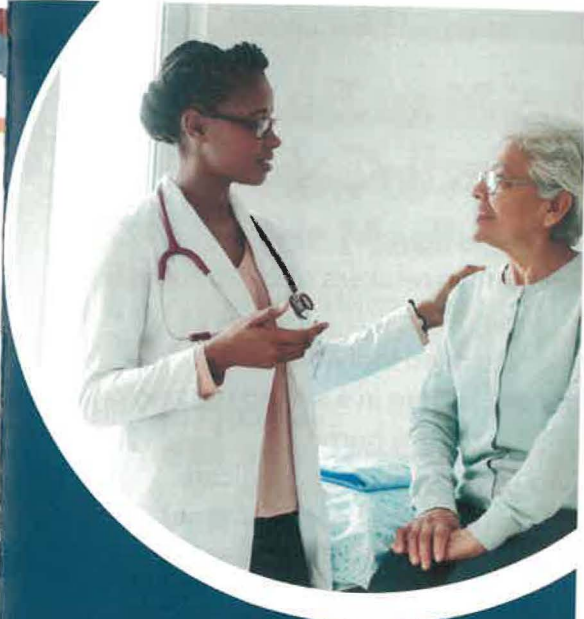
即使個人有收入、擁有房屋或參加了其他健康保險，也可能有資格參加 Medi-Cal。繼續閱讀以瞭解更多關於加州醫療保險計畫、如何獲得資格以及如何申請的信息。



Thế Nào Là Medi-Cal?

Medi-Cal là một loại bảo hiểm sức khỏe công cộng của tiểu bang California tương tự như chương trình bảo hiểm sức khỏe Medicaid của liên bang. Chương trình cung cấp bảo hiểm sức khỏe không phí tổn hay phí tổn thấp cho cư dân California những người hợp lệ với những tiêu chuẩn đòi hỏi.

Những cá nhân có thể hợp lệ cho Chương Trình Medi-Cal ngay cả nếu họ có lợi tức, làm chủ một căn nhà hay tham gia vào chương trình bảo hiểm khác. Xin hãy đọc để tìm hiểu thêm về chương trình Medi-Cal, làm thế nào để hỏi đủ điều kiện và nộp đơn xin.



What is Medi-Cal?

Medi-Cal is California's version of the federal Medicaid public health insurance program. It provides no-cost or low-cost health coverage to California residents who meet the program's eligibility requirements.

Individuals may be eligible for Medi-Cal even if they have income, own a home or are enrolled in other health insurance. Read on to learn more about the Medi-Cal program, how to qualify and how to apply.



奧蘭治郡社會服務機構地點

安納海姆區域中心
3320 E. La Palma Ave.
Anaheim, CA 92806

郡社區服務中心
15496 Magnolia St.
Westminster, CA 92683

賽普拉斯地區中心
6100 Chip Ave.
Cypress, CA 90630

花園叢林區域中心
12912 Brookhurst St.
Garden Grove, CA 92840

聖安娜區域中心
1928 S. Grand Ave.
Santa Ana, CA 92705



Các Địa Điểm Văn Phòng Dịch Vụ Xã Hội Quận Cam

Anaheim Regional Center
3320 E. La Palma Ave.
Anaheim, CA 92806

County Community Service Center
15496 Magnolia St.
Westminster, CA 92683

Cypress Regional Center
6100 Chip Ave.
Cypress, CA 90630

Garden Grove Regional Center
12912 Brookhurst St.
Garden Grove, CA 92840

Santa Ana Regional Center
1928 S. Grand Ave.
Santa Ana, CA 92705



County of Orange Social Services Agency Locations

Anaheim Regional Center
3320 E. La Palma Ave.
Anaheim, CA 92806

County Community Service Center
15496 Magnolia St.
Westminster, CA 92683

Cypress Regional Center
6100 Chip Ave.
Cypress, CA 90630

Garden Grove Regional Center
12912 Brookhurst St.
Garden Grove, CA 92840

Santa Ana Regional Center
1928 S. Grand Ave.
Santa Ana, CA 92705



Chương Trình Yểm Trợ Tại Gia

Chương Trình Yểm Trợ Tại Gia (IHSS) Quận Cam cung cấp dịch vụ cho những người cao niên, người khiếm thị hoặc phế tật mà nếu không có sự giúp đỡ thì họ không thể tự lo chăm sóc bản thân một cách an toàn vì khả năng giới hạn. Trong đó có những người có triển vọng trở về nhà từ bệnh viện, trung tâm dưỡng lão, viện dưỡng lão nếu có sự giúp đỡ tại gia.



Servicios de apoyo en el hogar

Los Servicios de Apoyo en el Hogar del Condado de Orange (IHSS) brindan apoyo a residentes de edad avanzada, ciegos o discapacitados que tienen una capacidad limitada para cuidar de sí mismos en el hogar de manera segura y sin asistencia. Esto incluye a las personas que podrían regresar a sus hogares desde hospitales, hogares de ancianos u hogares de atención y cuidado si tuvieran ayuda en el hogar.



In-Home Supportive Services

The County of Orange In-Home Supportive Services (IHSS) provides support to elderly, blind or disabled residents who are limited in their ability to care for themselves at home safely without assistance. This includes persons who would be able to return to their homes from hospitals, nursing homes, or board and care homes if they had help at home.

WHO WE ARE





OUR MISSION: PREVENTING HUNGER AND HOMELESSNESS

Founded in 1989, South County Outreach is a nonprofit organization dedicated to providing homeless and hunger prevention services to low-income individuals, families and seniors in crisis.

MORE INFORMATION

 **South County Outreach**
7 Whatney, Suite B
Irvine, CA 92618

 (949) 380-8144

 **Upscale Resale Thrift Store**
23461 Ridge Route, #D
Laguna Hills, CA 92653
(949)-855-4158
Monday - Friday 11am - 5pm
Saturday 10am - 4pm
Sunday 10am - 3pm

 www.sco-oc.org

Donations are tax deductible:
Tax ID #33-0330233



**END HUNGER.
HOUSE HOPE.**

www.sco-oc.org

WHAT WE DO



Homeless Prevention

Provides rental & utility assistance, paired with professional case management to prevent homelessness and promote self-sufficiency.



Food Insecurity & Hunger Prevention

Our food market distributes emergency non-perishable and fresh food daily to as many as 2,000 residents a month.



Workforce Education

Supports clients in attaining stable, living-wage-paying jobs by providing the education and skills needed to set themselves up for success.



Upscale Resale Thrift Store

Our social enterprise that benefits our programs, selling a variety of gently used and vintage items, including clothing and accessories, home décor, toys and more.



WHY YOU SHOULD HELP

Nearly 40% of clients we serve are children under the age of 18 years old.

1 out of every 4 clients served is a senior over the age of 65+.

More than 6,100 individuals including homeless families, underemployed, unemployed, veterans, seniors and other vulnerable residents seek our support.



YOU CAN MAKE A DIFFERENCE

HOW YOU CAN HELP

Helps feed a family of 4 with a week's worth of healthy, nutritious food.



\$50



Helps keep the lights on for a family in need.

\$100

Keeps 2 families safely and securely housed.



\$1,000

A gift of any amount goes a long way.