

The background of the slide features a large, faint, circular seal of Orange County, California. The seal contains a central figure of a person holding a staff, surrounded by the text "SEAL OF ORANGE COUNTY CALIFORNIA" and "1867".

2023 Orange County Homeless Survey

Doug Becht

Director of Care Coordination

Introduction

Goals of 2023 Homeless Survey

- To explore and support effective responses that address the needs of people experiencing unsheltered homelessness.
- To understand people's previous experiences and current preferences around engaging in the county's homeless service system and understand both the different ties that people have to Orange County and the cities within the county.
- To recognize how to best connect the people to resources and help create and advise policy that increases access and lowers barriers to housing and services for those who need it most.
- To distinguish the population's different ties to the community by surveying where those experiencing unsheltered homelessness and their families are from, where they went to school, their employment history, and where they have experienced most of their homelessness.

Methodology

Survey Creation

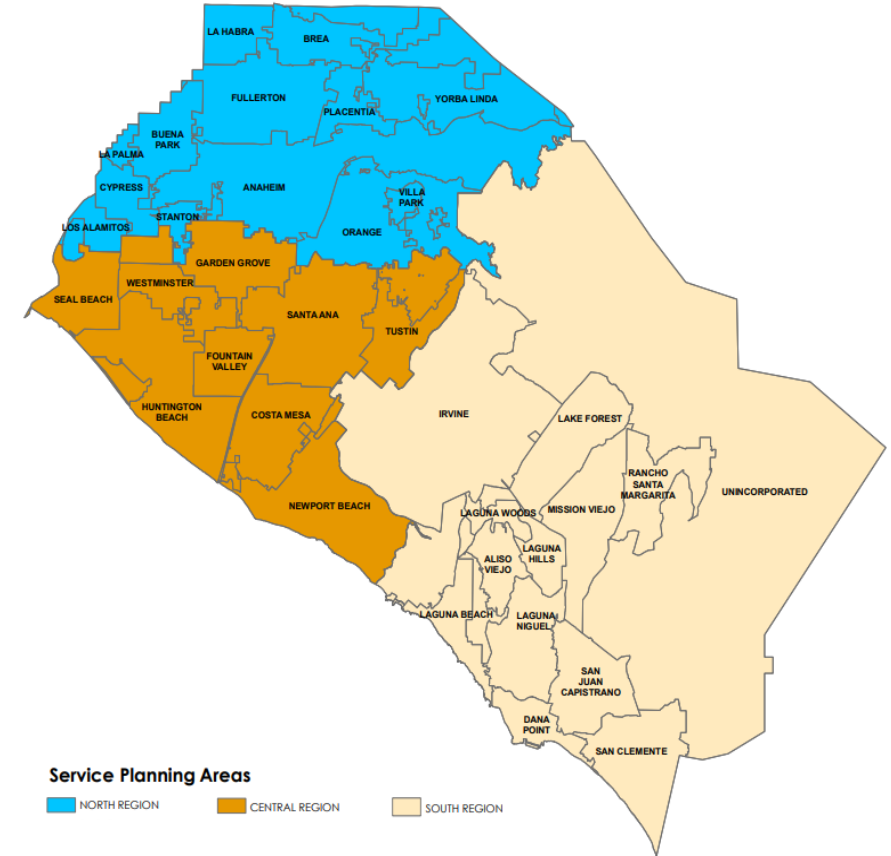
- The Commission to End Homelessness, in partnership with City Net, created a 76-question survey.
- The survey had seven main sections that obtained information on demographics, current living situation, at risk of homelessness, shelter feedback, outreach feedback, subpopulation, and community ties.

Survey Implementation

- The survey's target population was people experiencing unsheltered homelessness.
- The survey had three pathways that allowed for the capture of key information from survey respondents that were at risk of homelessness, experiencing sheltered homelessness, or experiencing unsheltered homelessness.

Geographic Equity in the County

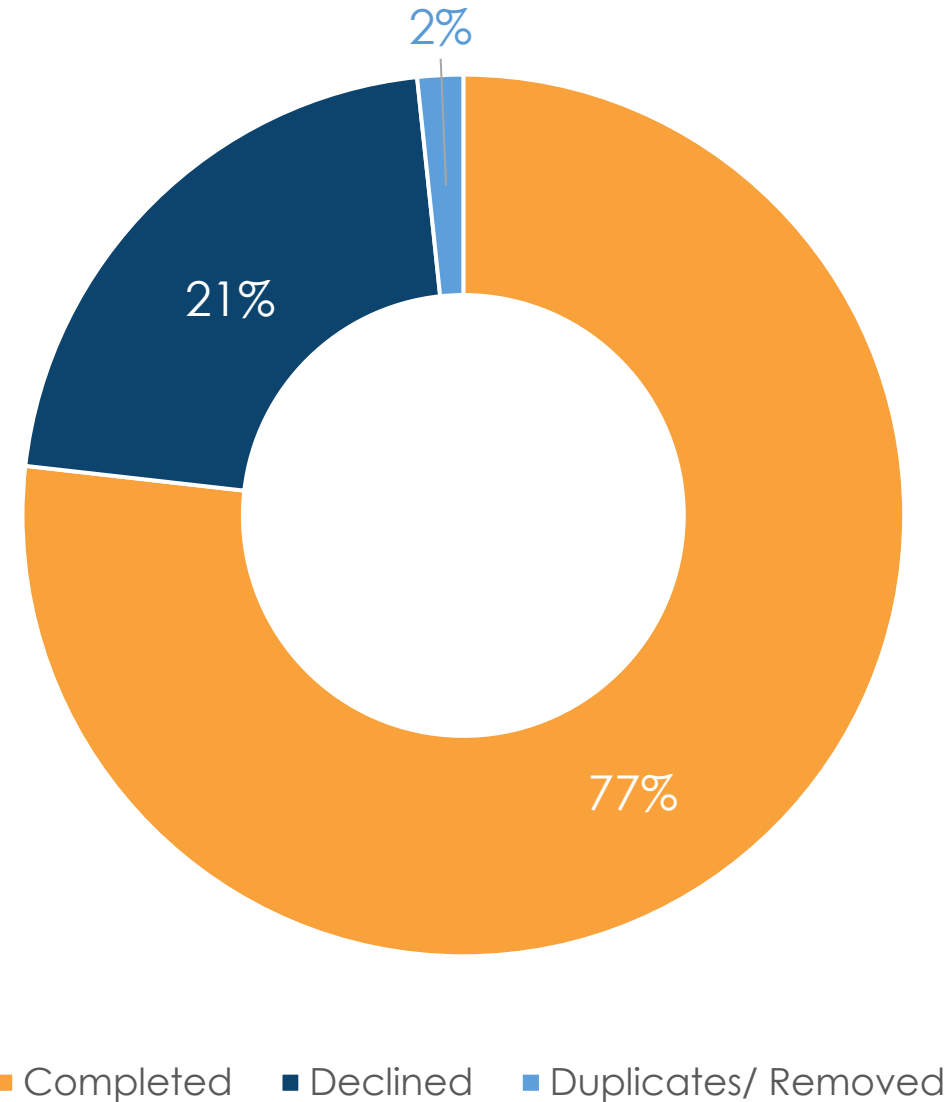
SPA	Cities Visited	Total Surveys Completed Per City	Total Surveys Needed Per City	Percent Total Surveys Completed Per City
North	Anaheim	110	95	116%
	Brea	5	5	100%
	Buena Park	18	17	106%
	Cypress	5	5	100%
	Fullerton	46	40	115%
	La Habra	11	9	122%
	La Palma	3	2	150%
	Los Alamitos	1	1	100%
	Orange	28	26	108%
	Placentia	6	6	100%
	Stanton	16	12	133%
	Villa Park	0	0	NA
	Yorba Linda	1	1	100%
	Unincorporated North	0	0	NA
Central	Costa Mesa	30	29	103%
	Fountain Valley	7	7	100%
	Garden Grove	54	55	98%
	Huntington Beach	42	37	114%
	Newport Beach	19	19	100%
	Santa Ana	99	100	99%
	Seal Beach	3	2	150%
	Tustin	17	17	100%
	Westminster	34	31	110%
	Unincorporated Central	2	2	100%
	South	Aliso Viejo	3	3
Dana Point		5	5	100%
Irvine		13	12	108%
Laguna Beach		5	5	100%
Laguna Hills		2	2	100%
Laguna Niguel		6	6	100%
Laguna Woods		1	1	100%
Lake Forest		12	13	92%
Mission Viejo		5	5	100%
Rancho Santa Margarita		1	1	100%
San Clemente		18	16	113%
San Juan Capistrano		14	13	108%
Unincorporated South		0	0	NA
Totals		Total Surveys Completed Per Week	Summary Report Date: 9/27/2023	
	Survey Goal Per Week			
	Percent of Weekly Goal Complete			
	Percent of Data Collection Complete			



Survey Respondents

The survey asked 836 respondents to complete the survey.

- 642 completed the survey
- 180 declined to take the survey
- 14 were duplicated or removed



Survey Respondents

Number of Respondents Directed to Each Survey Pathway

	Count	Percent of Respondents
At Risk of Homelessness	31	4.8 %
Experiencing Sheltered Homelessness	25	3.9%
Experiencing Unsheltered Homelessness	586	91.3%
Total	642	100%

Survey

Survey Section	Total Number of Questions <i>Including Sub-Questions*</i>	At Risk of Homelessness Pathway	Experiencing Sheltered Homelessness Pathway	Experiencing Unsheltered Homelessness Pathway
Demographic Information	9	1-8	1-8	1-8
Current Living Situation	5	9	9	9
At Risk of Homelessness	8	10	-	-
Shelter Feedback	10	-	11-17	-
Outreach Feedback	9	-	-	18-22
Community Ties	10	-	25-29	23-29
Subpopulation	22	31-35	30-35	30-35
Closing Questions	3	36-38	36-38	36-38
Total Survey Questions	76	41	57	59

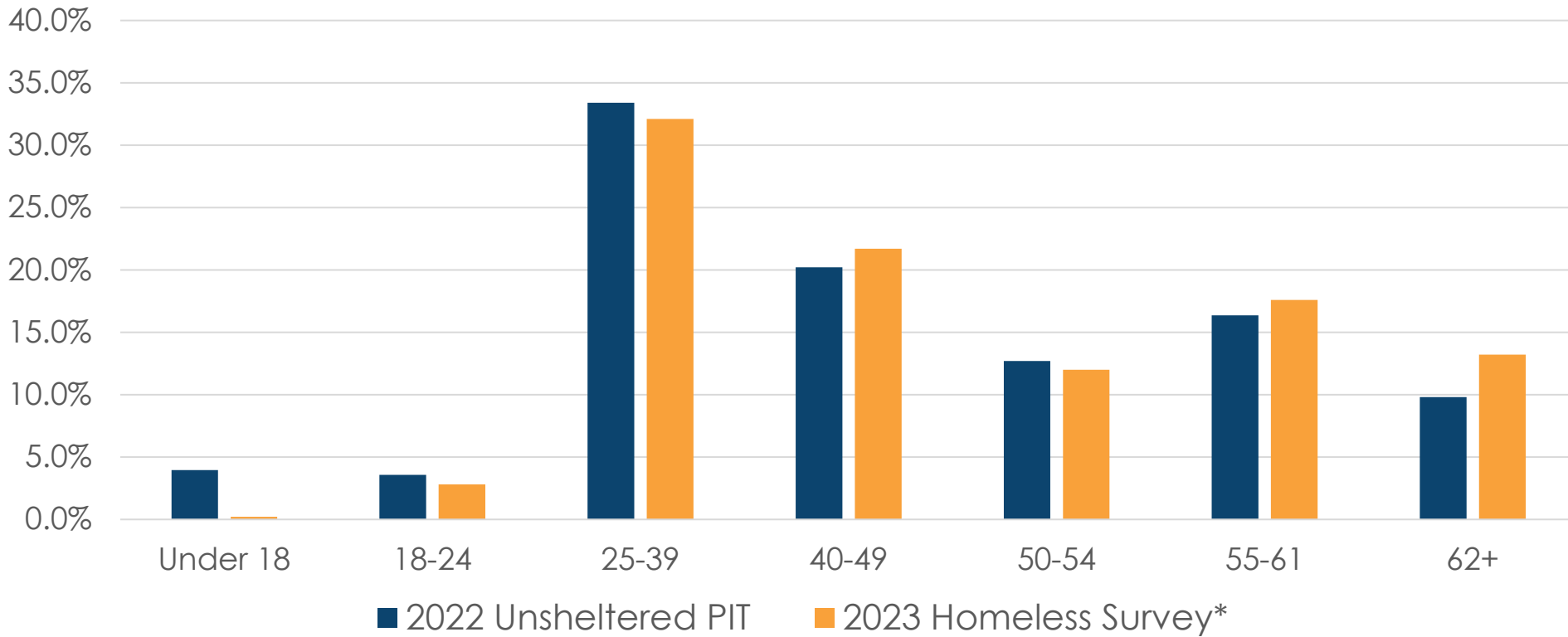


Survey

Survey Pathway	Average Time Per Survey
At Risk of Homelessness	9 minutes, 39 seconds
Experiencing Sheltered Homelessness	14 minutes, 26 seconds
Experiencing Unsheltered Homelessness	17 minutes, 37 seconds
Overall Dataset Average	17 minutes, 05 seconds

Demographics

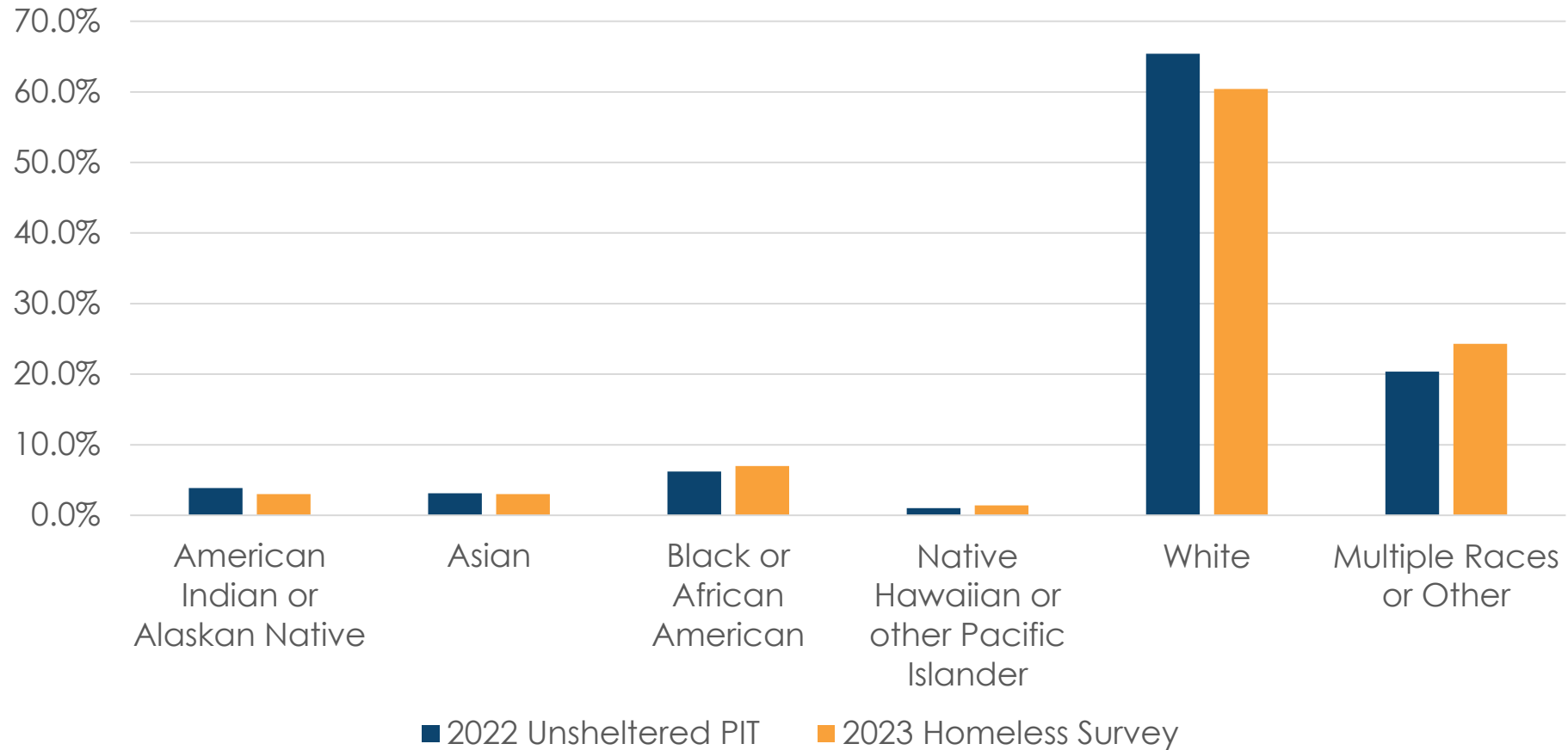
Age Breakdown



Note: 0.5% of the respondents declined to answer

Demographics

Race Breakdown



Note: 0.9% of the respondents declined to answer

Demographics

Ethnicity Breakdown Throughout The Population

Ethnicity	2022 PIT	2023 Homeless Survey*
Hispanic or Latino	34.22%	37.9%
Non-Hispanic or Non-Latino	65.78%	61.2%

Note: 1% of the respondents doesn't know or declined to answer

Demographics

Gender Breakdown



	Female	Male	Transgender/ Trans Female/ Trans Male	Gender not singularly Female or Male/ Non-Binary/ Queer or Gender Variant	Questioning	Client doesn't know or declined to answer
■ 2022 Unsheltered PIT	25.8%	73.5%	0.4%	0.1%	0.1%	0.0%
■ 2023 Homeless Survey	26.6%	72.1%	0.4%	0.2%	0.2%	0.7%

■ 2022 Unsheltered PIT ■ 2023 Homeless Survey

Demographics

Sexual Orientation Breakdown Throughout The Population

This survey represents the first time the County has collected data regarding sexual orientation.

Do they identify as LGBTQ+?	Percent of Respondents
No	93.6%
Yes	5.0%
Client Doesn't Know / Declined To Answer	1.4%

If Yes, which of the following best represents their Sexual Orientation?	Percent of Respondents
Bisexual	40.6%
Gay	25.0 %
Lesbian	15.6%
Pansexual	6.3%
Questioning	3.1%
Asexual	0.0%
Queer	0.0%
Client Doesn't Know / Declined To Answer	9.4%

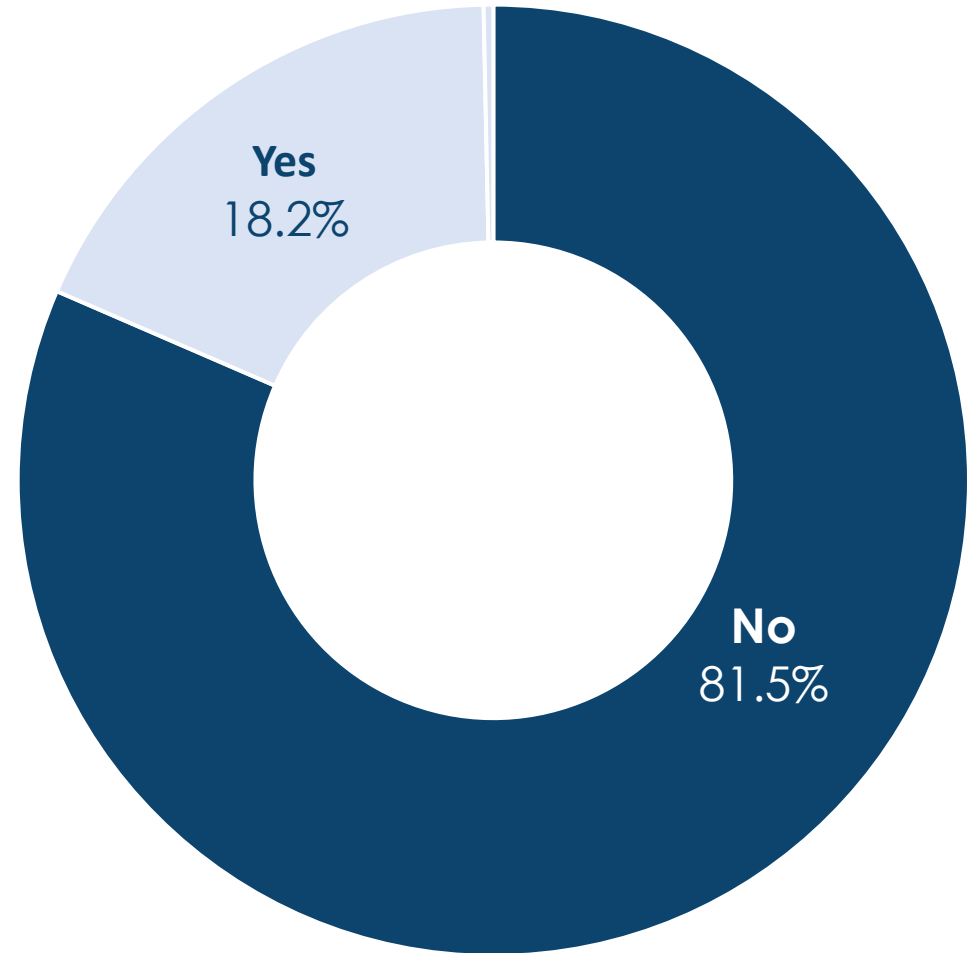


Sub-Populations of Focus

	Count	Percentage of 634
TAY <i>(18 to 24-years-old)</i>	18	2.8%
Seniors <i>(62 and older)</i>	85	13.2%
Veterans	52	8.1%
Families <i>(at least one minor child and one adult)</i>	25	3.9%

Length of Homelessness

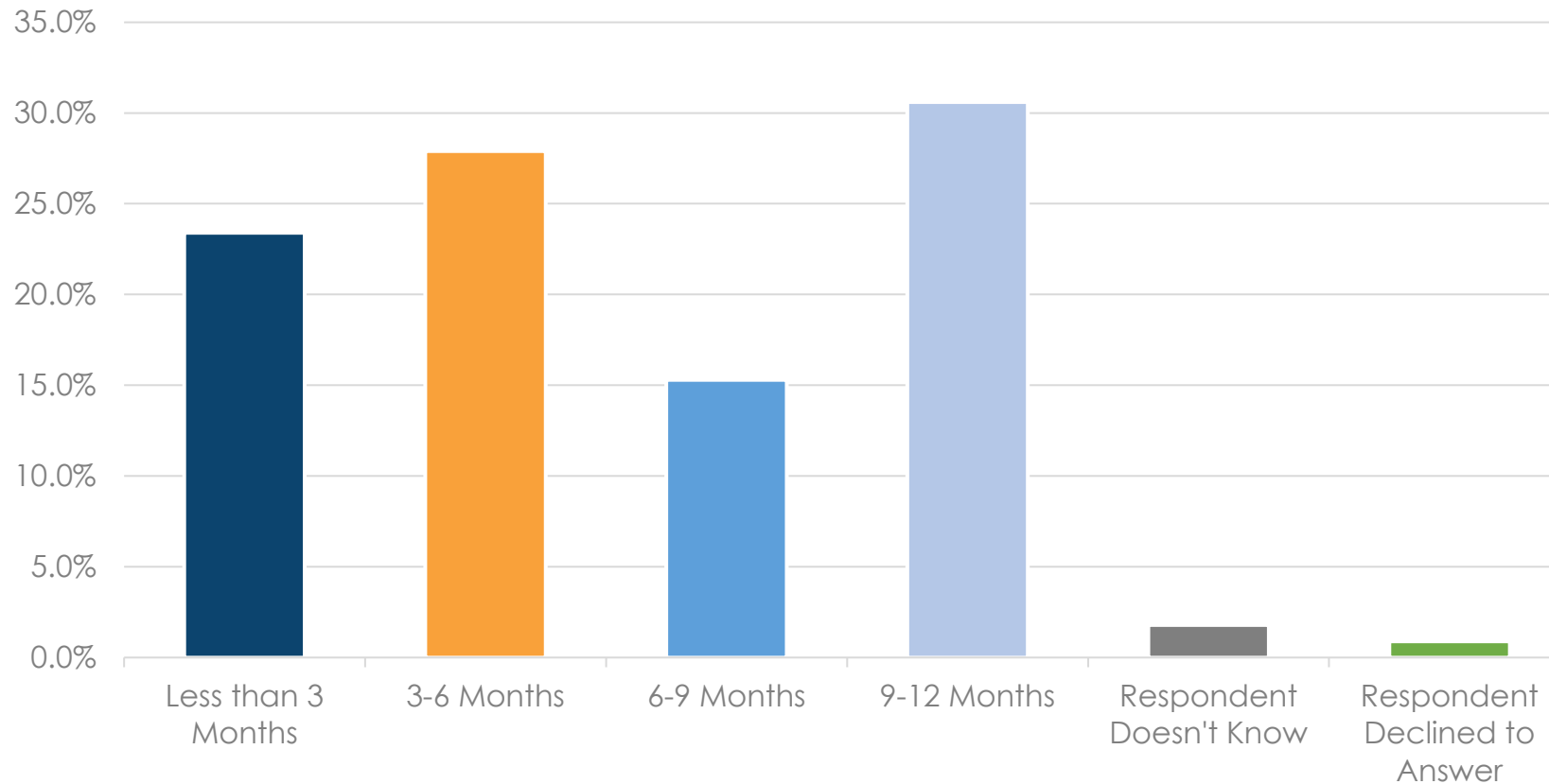
Did you become homeless for the first time in the last 12 months?



Length of Homelessness

Did you become homeless for the first time in the last 12 months?

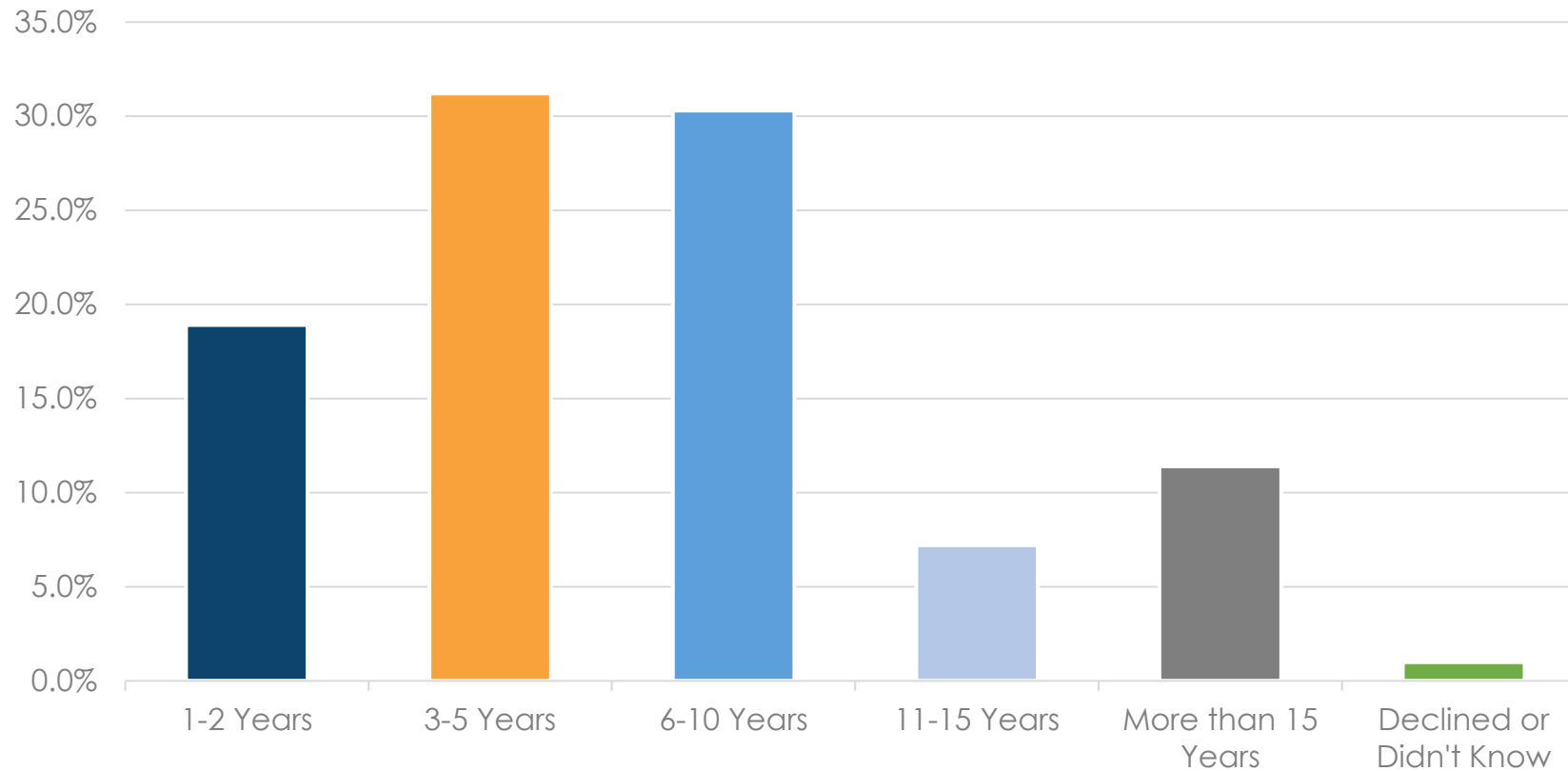
If yes (18.2%), how many months have you been experiencing homelessness?



Length of Homelessness

Did you become homeless for the first time in the last 12 months?

If no (81.5%), how many years have you been experiencing homelessness continuously?



Current Living Condition

Where did you sleep last night?

	Count	Percent of Respondents
Outdoors	454	70.7%
In a Vehicle	113	17.6%
In the Apartment or Home of a Family Member or Friend	24	3.7%
Emergency Shelter or Transitional Housing	22	3.4%
Motel or Hotel Paid by Self	7	1.1%
Bus, Bus Station, Train, or Train Station	6	0.9%
Motel or Hotel Paid by Third Party	5	0.8%
Abandoned Building	4	0.6%
Jail, Hospital Bed, or Treatment Program	1	0.2%
Other	6	1%
Total	642	



Outdoor Living Conditions

If outdoors, which of the following best describes where you slept outdoors?

	Count	Percent of Respondents
With Only a Blanket or Sleeping Bag	340	76.1%
Tent	44	9.8%
Tent-Like Shelter	43	9.6%
Other	14	3.1%
Respondent Declined to Answer	6	1.3%
Total	447	

If outdoors, did you sleep in an encampment last night?*

	Count	Percent of Respondents
No	375	83.9%
Yes	70	15.7%
Respondent Doesn't Know	2	0.4%
Respondent Declined to Answer	0	0.0%
Total	447	

Note: An encampment is "...a place where multiple people stay for a continuous time with built structures and personal belongings" (U.S. Interagency Council on Homelessness).

Vehicle Living Conditions

What type of vehicle?

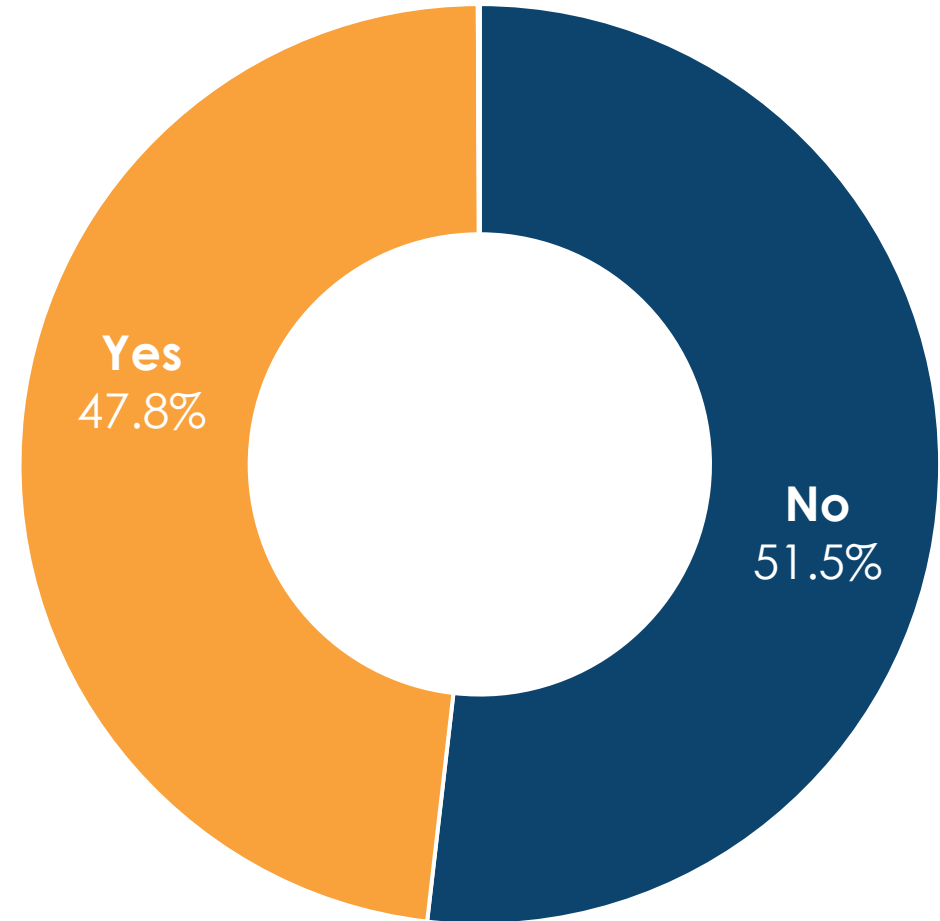
	Count	Percent of Respondents
Car, Van, Truck, or Camper	98	86.7%
RV Without Access to Sewer, Water, and Electricity	14	12.4%
Respondent Doesn't Know	1	0.9%
Respondent Declined to Answer	0	0.0%
Total	113	

Why are you currently staying/sleeping in a Recreational Vehicle (RV)?

	Count	Percent of Respondents
Have lived in an RV Long-Term	6	42.9%
Recently Lost Housing	5	35.7%
Other: Living in an RV is more Affordable	2	14.3%
Other	1	7.1%
Respondent Doesn't Know	0	0.0%
Respondent Declined to Answer	0	0.0%
Total	14	

Outreach: Contact History

Have you ever been approached by a street outreach worker or case manager in the last three (3) months?



Outreach: Services Discussed

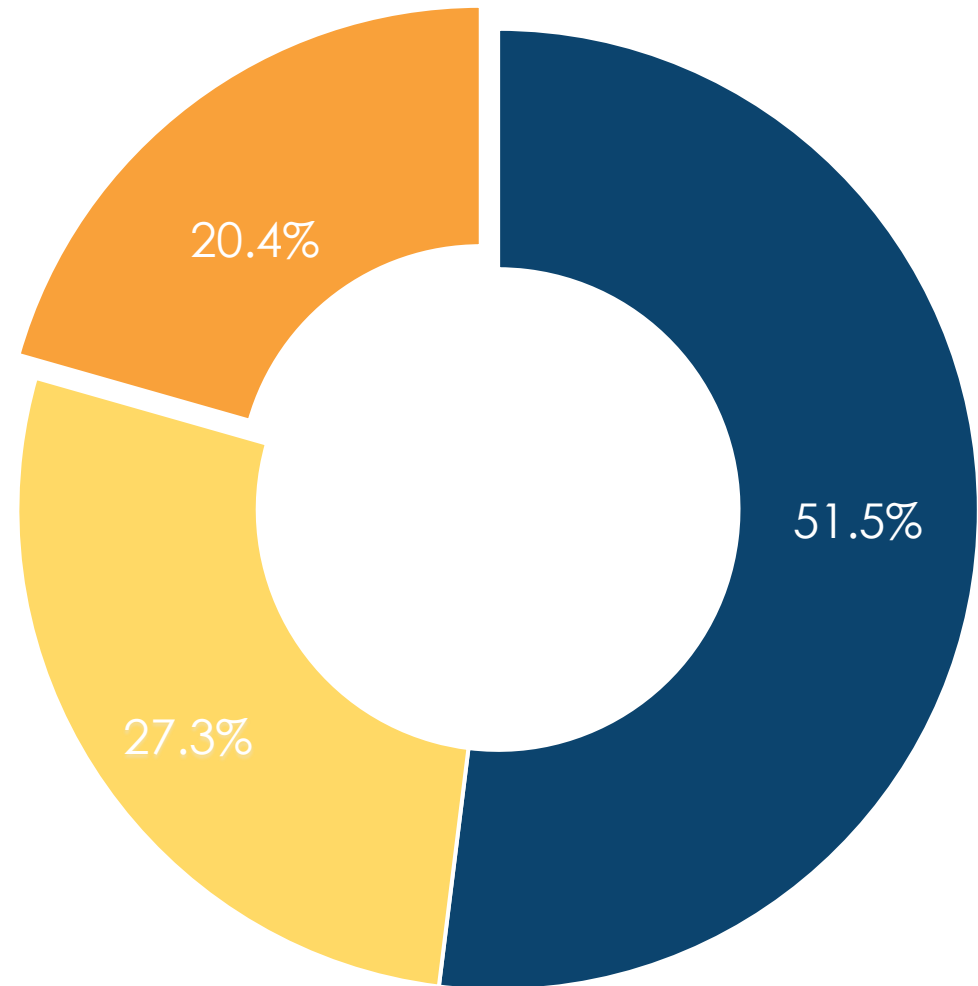
What services did the street outreach worker or case manager discuss with you?

Respondents were allowed to select multiple answers.*

Services	Count	Percent of Respondents
Referrals to Emergency Shelter or Transitional Housing	208	74.3%
Find Permanent Housing	130	46.4%
Medical Health Care	59	21.1%
Mental Health Care	52	18.6%
Hygiene-Related Services	50	17.9%
Substance Use-Related Care	35	12.5%
Employment and Training Opportunities	22	7.9%
Other: Support Obtaining Vital Documents	14	5.0%

Outreach: Contact History

Have you ever been approached by a street outreach worker or case manager in the last three (3) months?



■ No Engagement ■ Engaged but no Service Connection ■ Connected to Service

Outreach: Referrals and Linkages

If yes, what service were they successful in connecting you to?

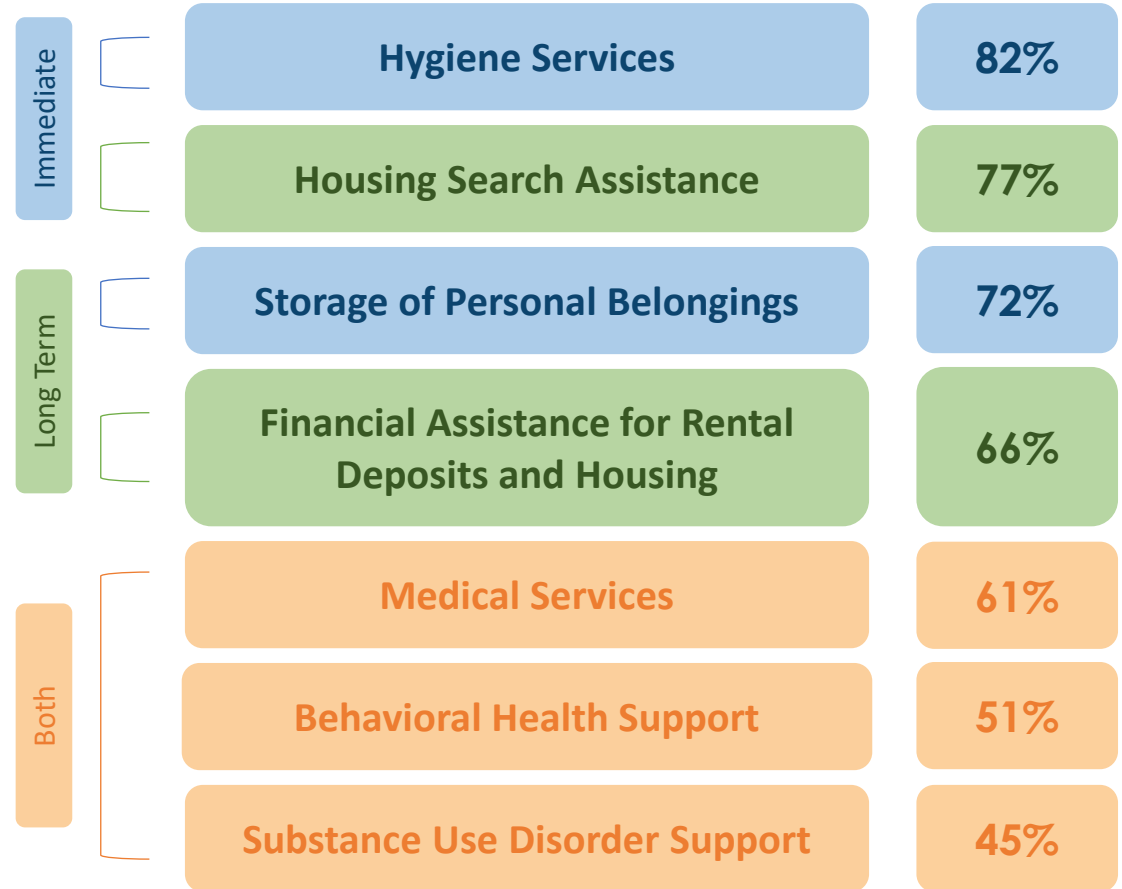
Respondents were allowed to select multiple answers.*

	Count	Percent of Respondents
Referrals to Emergency Shelter or Transitional Housing	57	47.5%
Finding Permanent Housing	36	30.0%
Medical Health Care	19	15.8%
Other: Support Obtaining Vital Documents	16	13.3%
Mental Health Care	14	11.7%
Hygiene-Related Services or Products	10	8.3%
Substance Use-Related Care	7	5.8%
Employment and Training Opportunities	5	4.2%

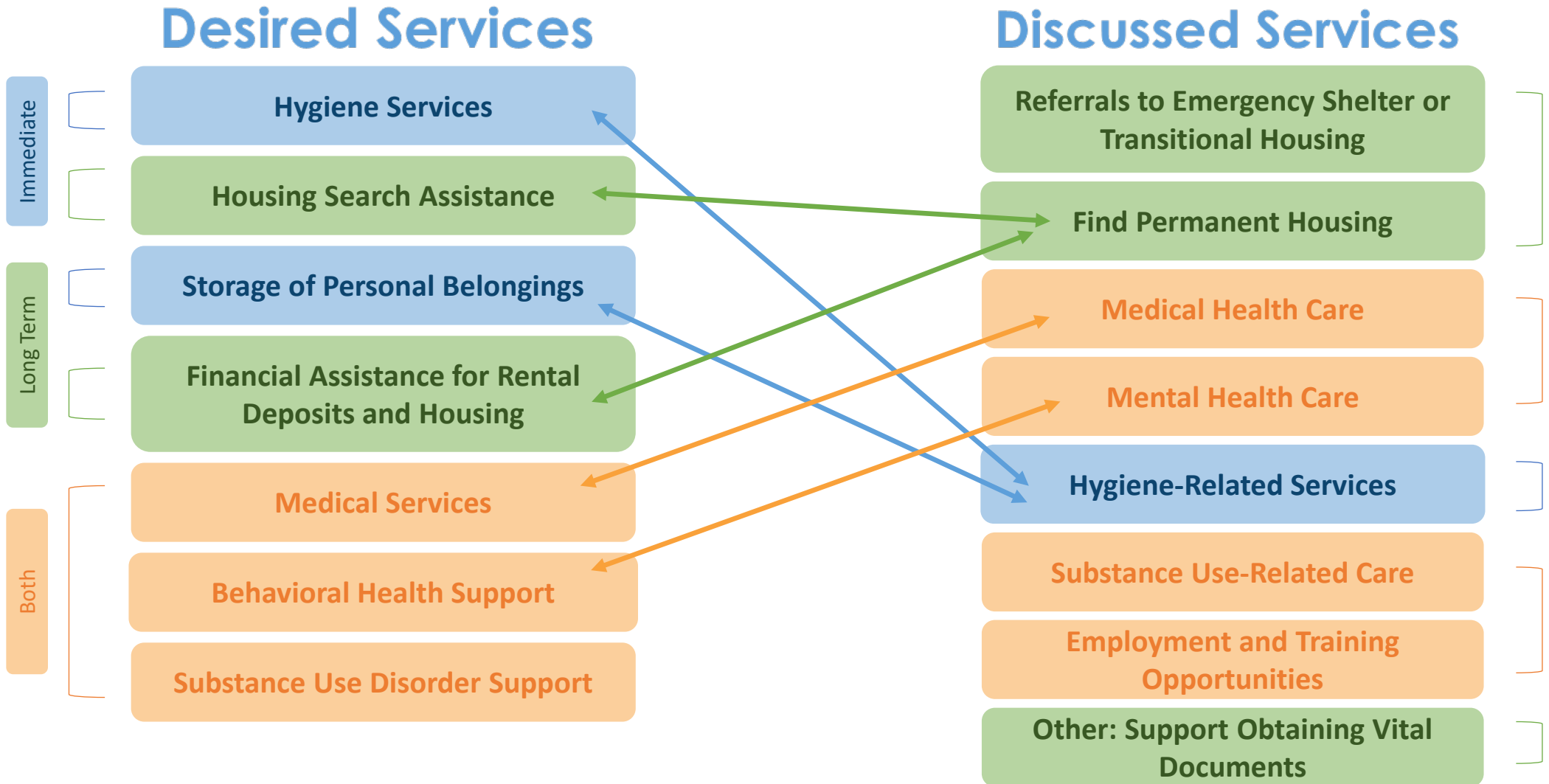
Outreach Services

What services would be helpful while experiencing homelessness?

Desired Services

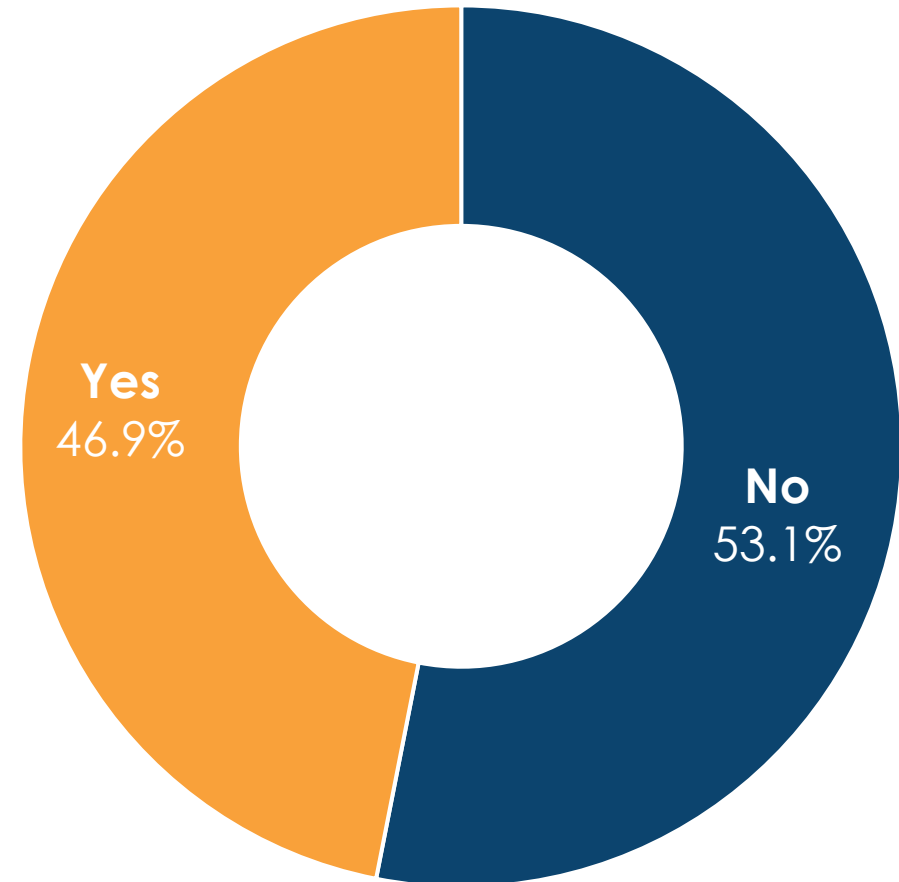


Outreach Services



Shelter History

Have you been in an emergency shelter or transitional housing program before?



Shelter Experiences & Considerations

Top reasons for leaving shelter:

- 17% - Rules being too difficult to follow
- 14% - Concerns Around Feeling Unsafe
- 13% - Concerns Regarding Staff at the Shelter
- 11% - Concerns About Privacy

Top reasons for not utilizing shelter:

- 25.4% - Lack of Available Spots in Shelter
- 16.7% - Concerns About Feeling Unsafe
- 15.9% - Don't Know How to Access the Emergency Shelter or Transitional Housing Programs
- 15.5% - Privacy Concerns
- 13.8% - Shelter Program Rules and Policies are too Difficult to Follow

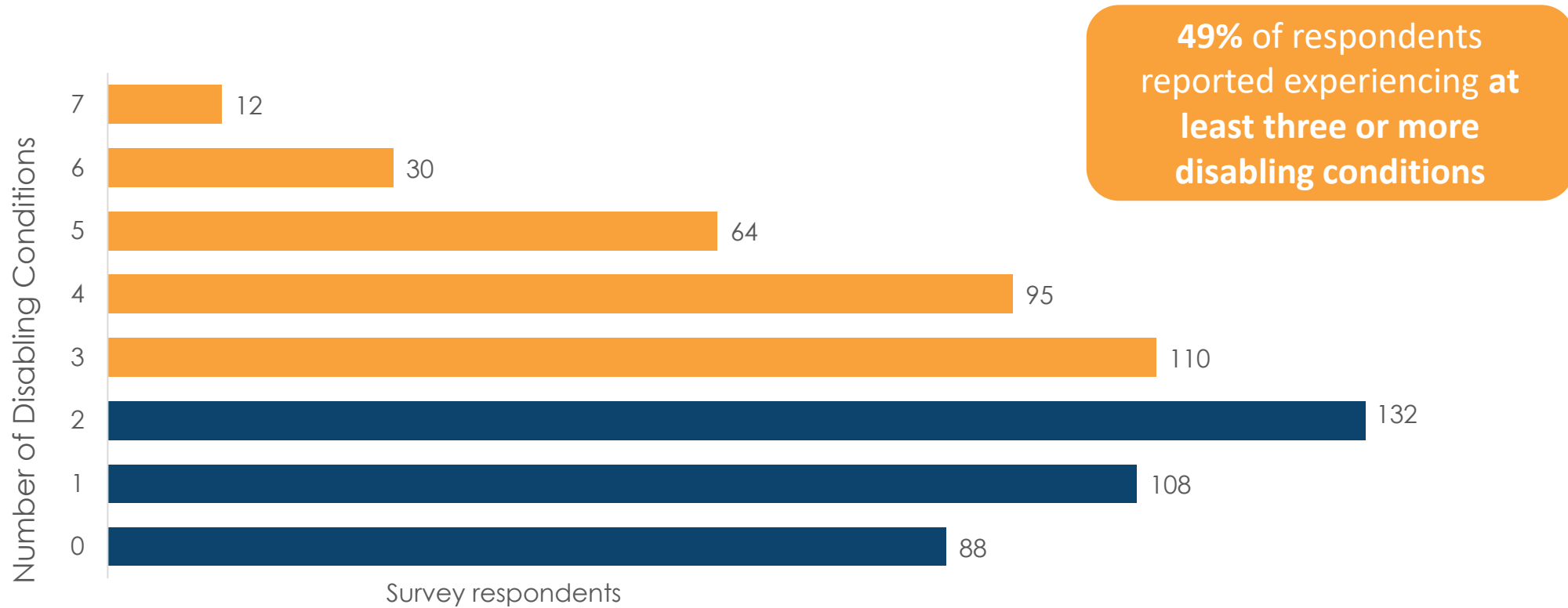
Top features most important when considering shelter:

- 70.5% - Safety and/or Safe Environment
- 65.7% - Shelter Operator is Respectful/ Empathetic/ Helpful/ Well-Regarded
- 65.2% - Amount of Personal and Private Space at the Shelter
- 63.0% - Housing Navigation to Identify and Secure Permanent Housing
- 57.3% - General Program Rules and Policies
- 50.7% - Transportation To and From the Shelter

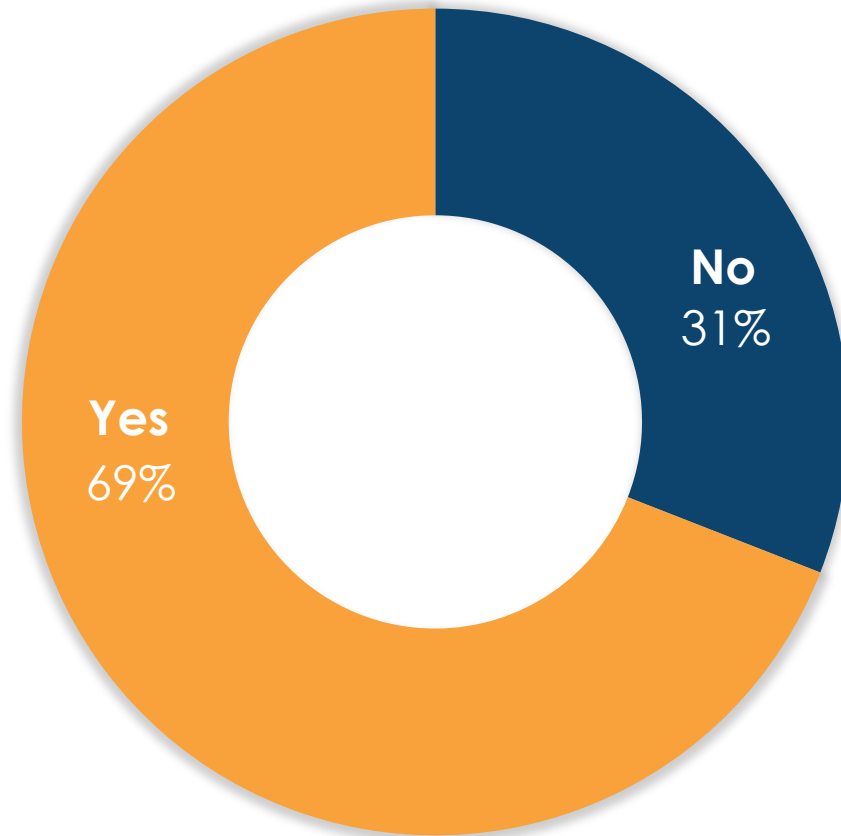


Disabling Conditions

To determine if a person meets the HUD definition of chronic homelessness, seven different disabling conditions were surveyed.



Chronic Homelessness

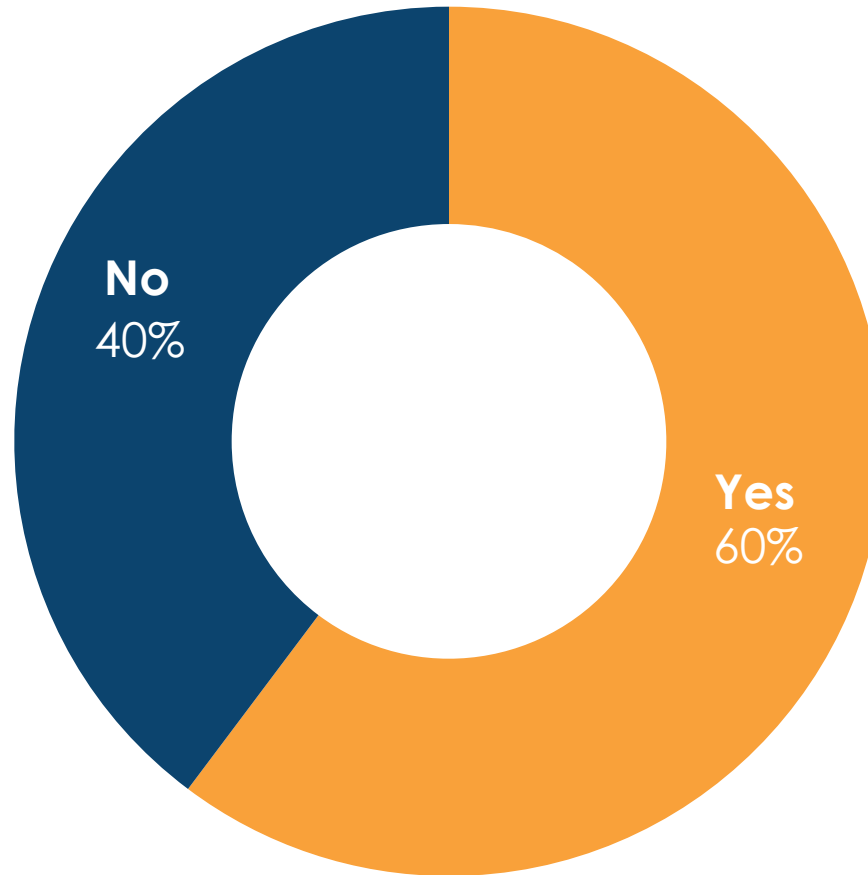


2022 PIT Count Reports Unsheltered Chronic Homelessness at 55%*

A homeless individual with a disability and who has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months.*



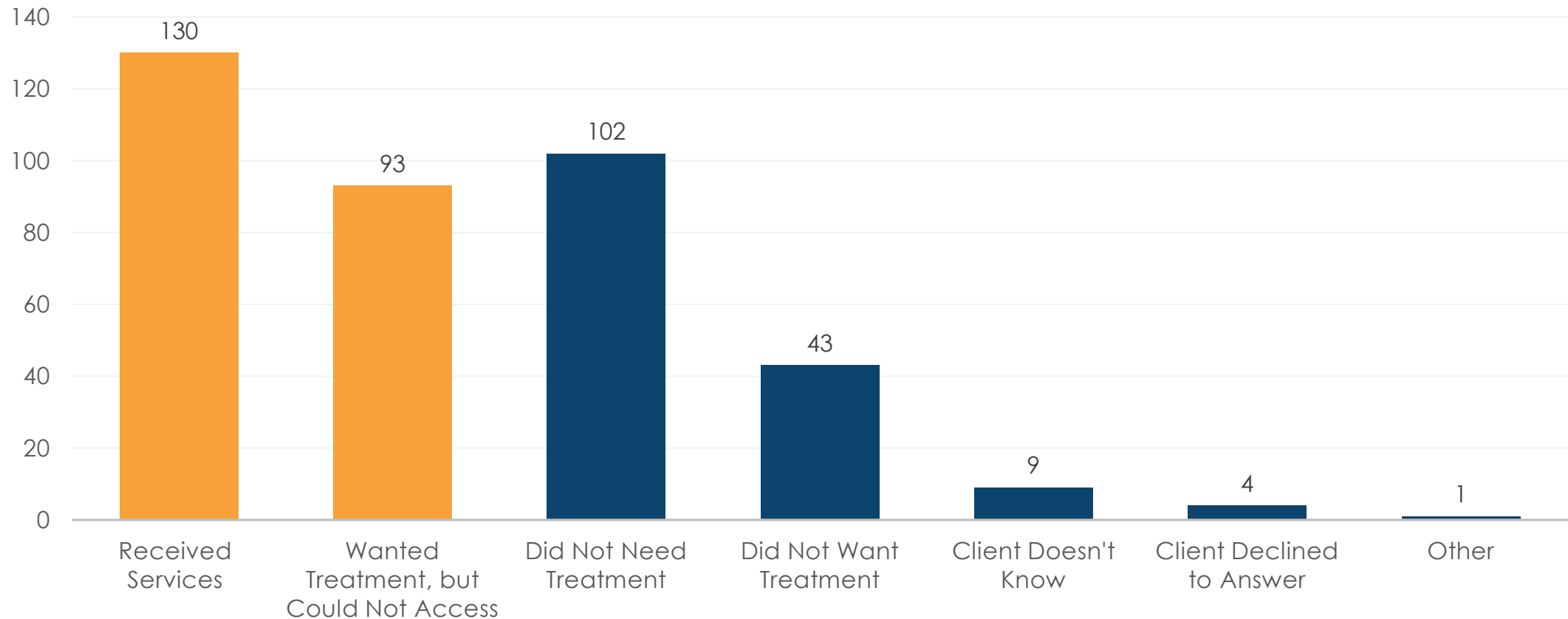
Disabling Conditions: Mental Illness



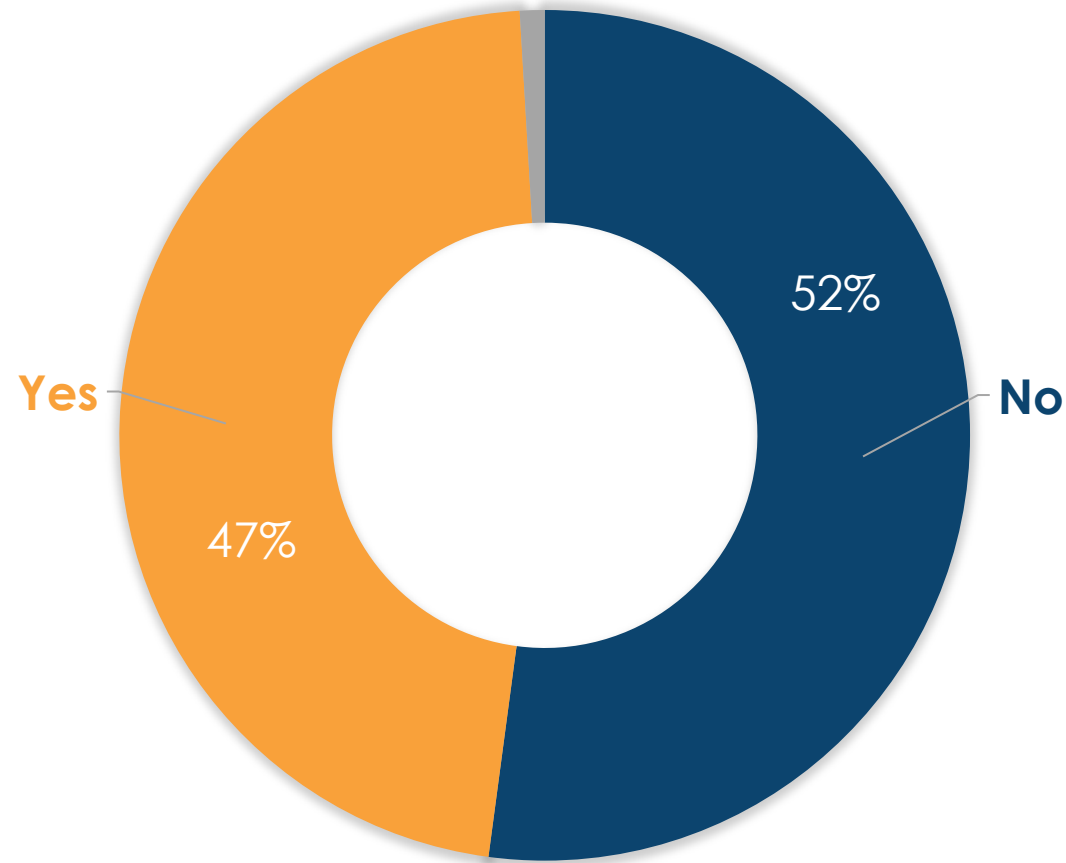
*2022 Unsheltered PIT Count Reports Mental Illness at 30%**

Supportive Services: Mental Health

58% of respondents who reported having a Mental Health condition stated either receiving services for their mental health or wanting services and not being able to access them.



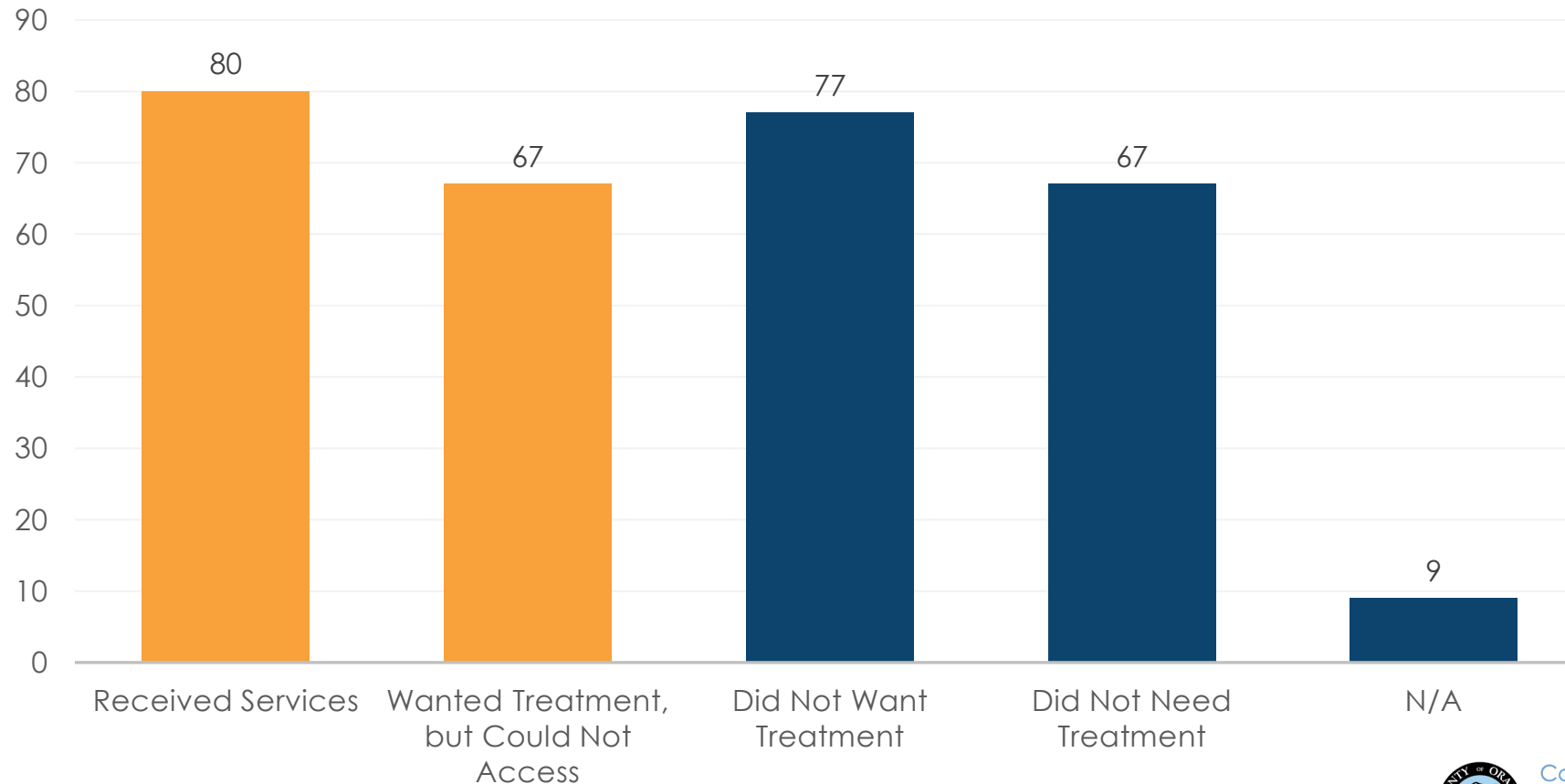
Disabling Conditions: Substance Abuse



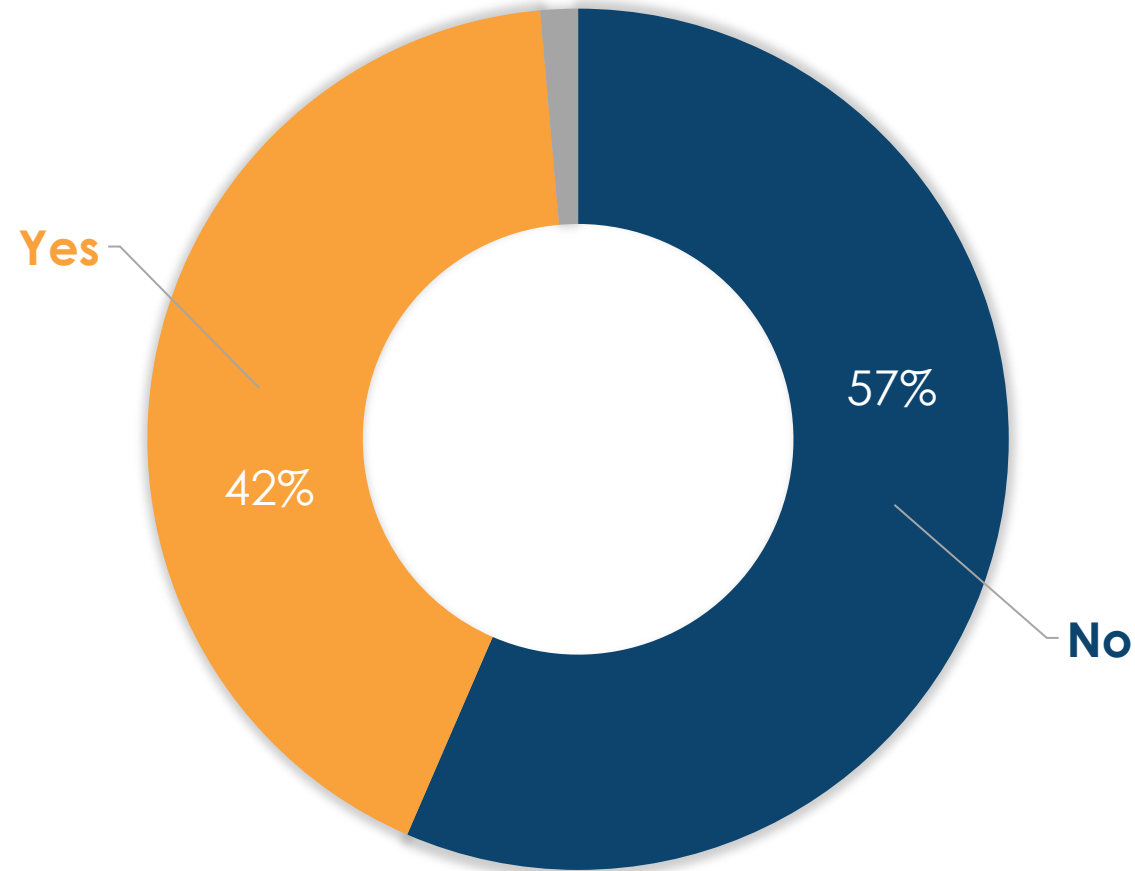
2022 Unsheltered PIT Count Reports Substance Use at 41%*

Supportive Services: Substance Use Treatment

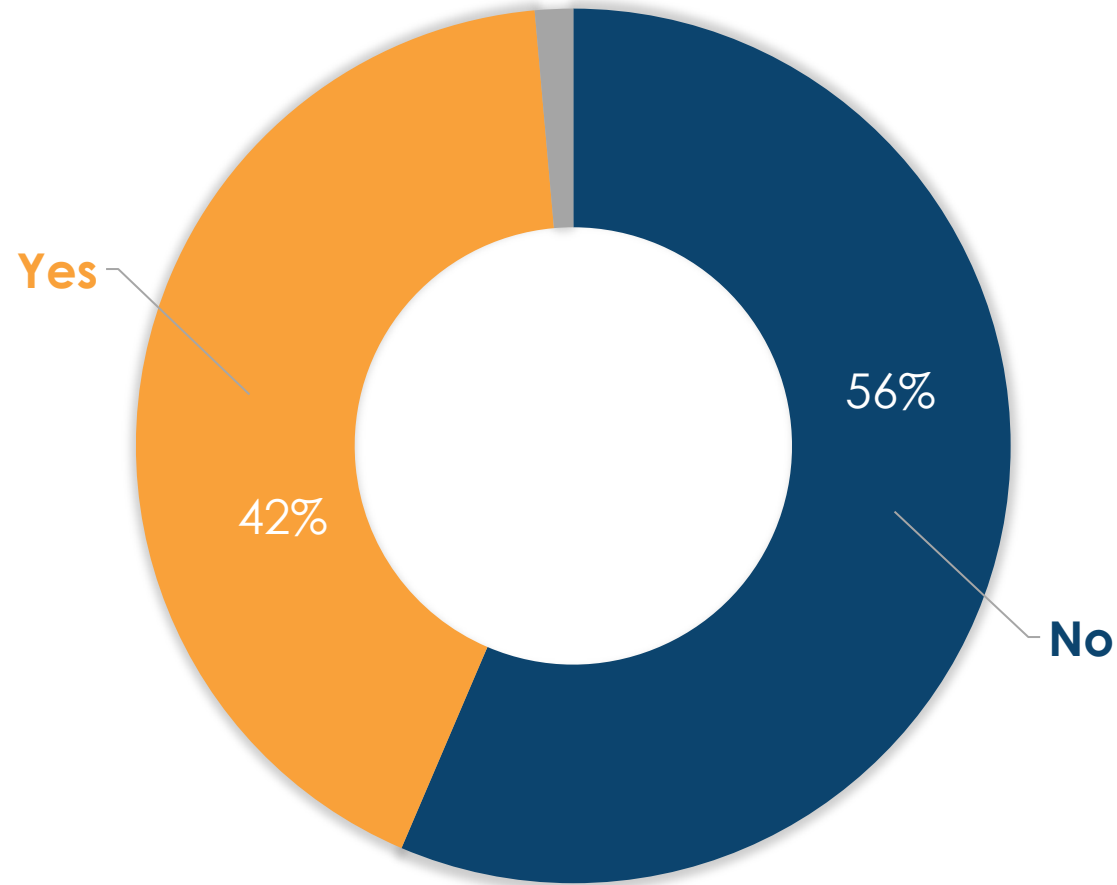
49% of respondents who reported experiencing a Substance Use Disorder stated they either receive treatment or wanted treatment but could not access it.



Disabling Conditions: Chronic Physical Illness

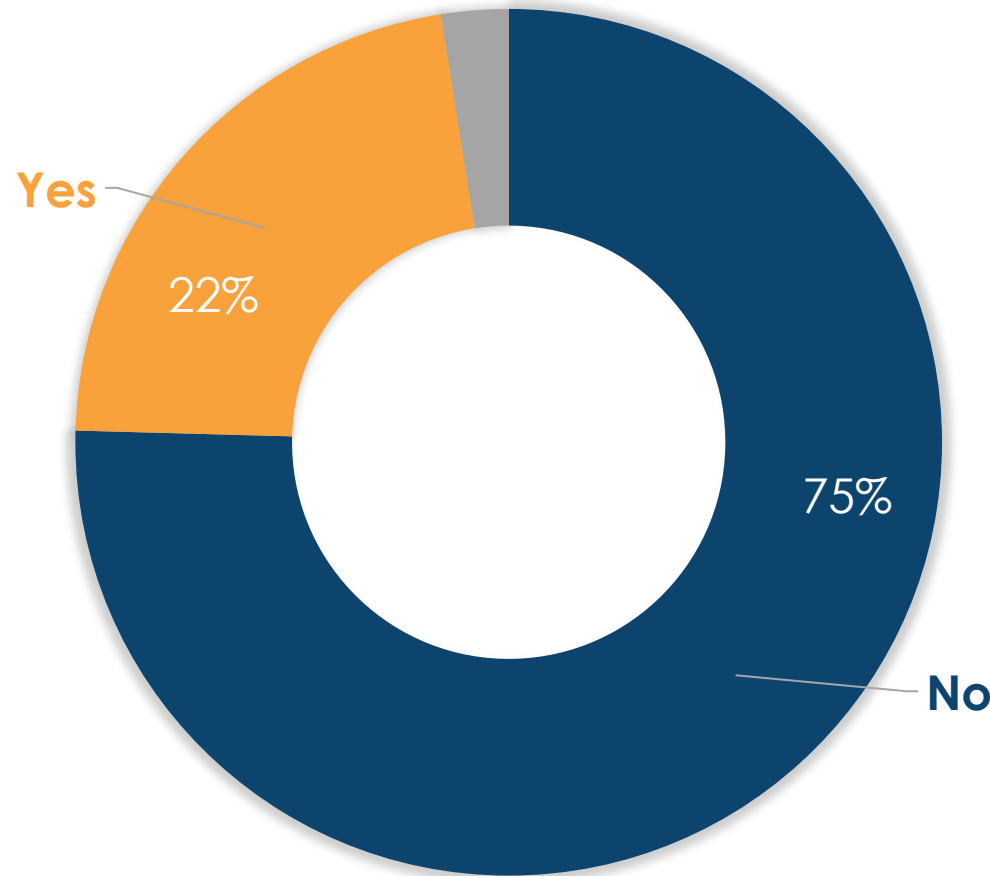


Disabling Conditions: Physical Disability



2022 Unsheltered PIT Count Reports Physical Disabilities at 32%*

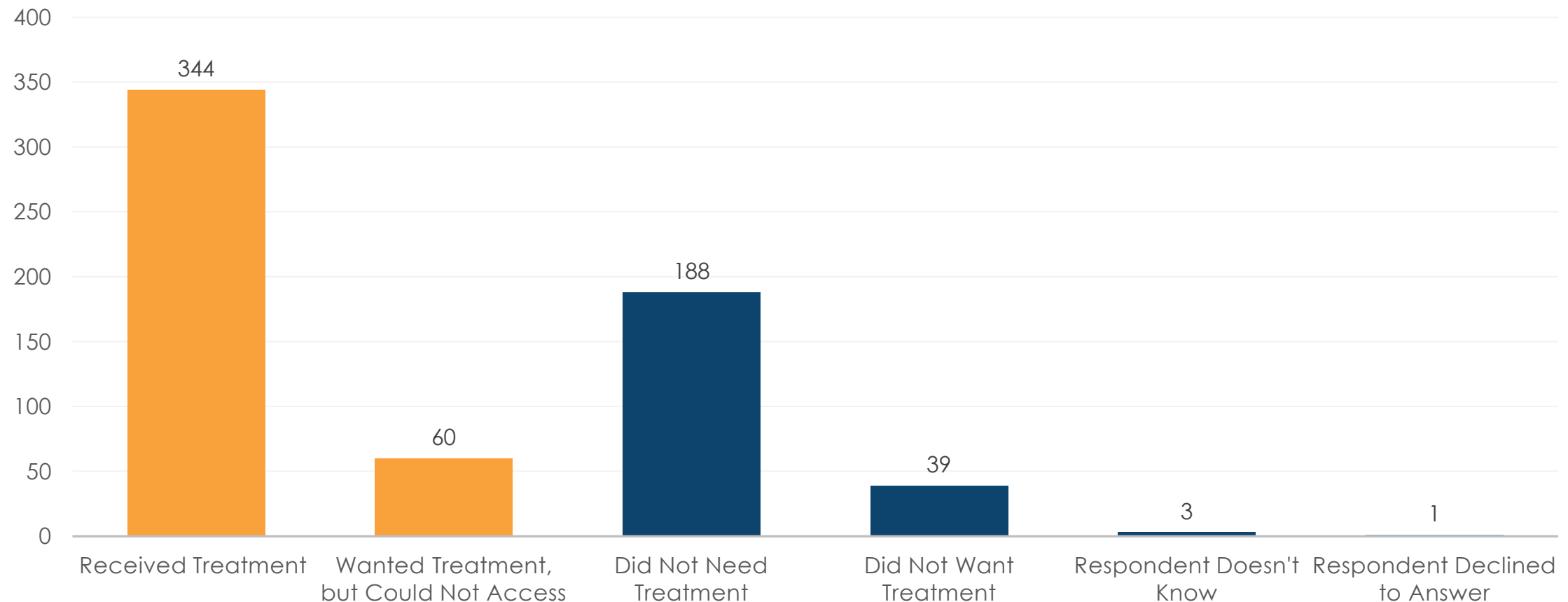
Disabling Conditions: Developmental Disability



2022 Unsheltered PIT Count Reports Development Disability at 14%*

Supportive Services: Health Care Services

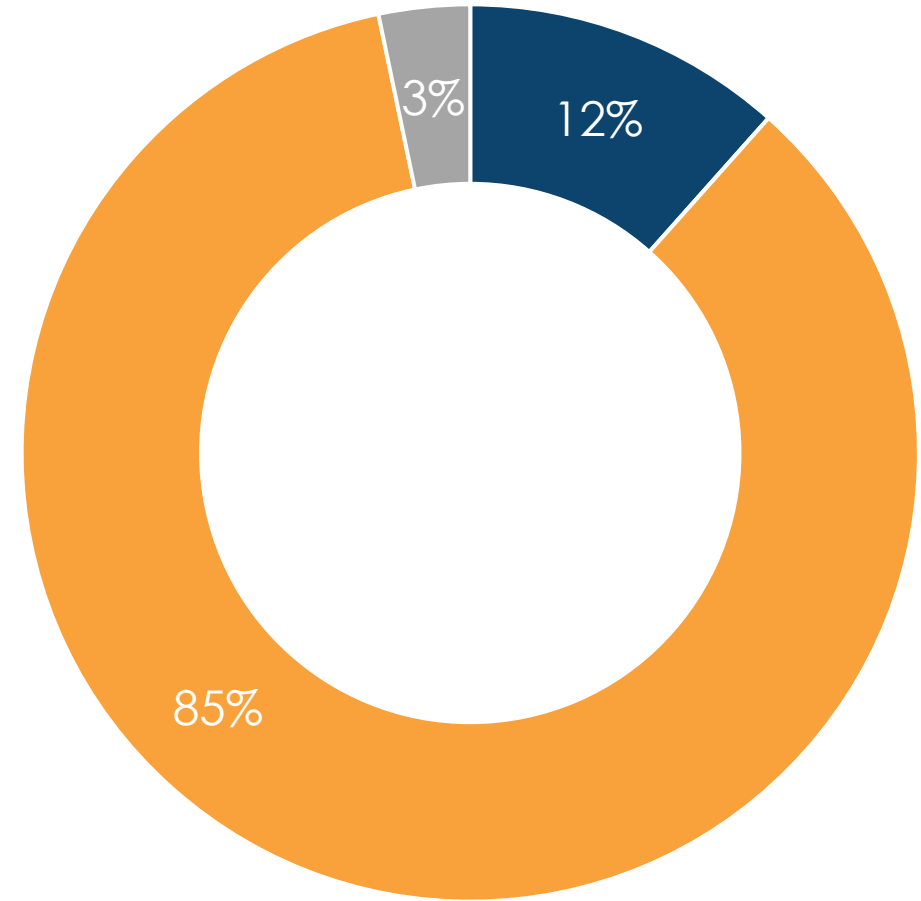
64% of all respondents stated they received treatment or visited a doctor for medical concerns in the last 12 months or wanted treatment, but could not access it:



Health Insurance Coverage



Do you have health insurance?



■ No ■ Yes ■ Respondent Doesn't Know



Health Insurance Coverage

What type of health insurance do you have?

	Count	Percent of Respondents
Medi-Cal	493	90.6%
Medicare	46	8.5%
Employer Provided Health Insurance	8	1.5%
VA Medical Services	6	1.1%
Private Pay Health Insurance	4	0.7%
Other	3	0.6%
Respondent Doesn't Know	6	1.1%
Total	566	

If Med-Cal, is your Medi-Cal managed through CalOptima Health?

	Count	Percent of Respondents
No	32	6.5%
Yes	404	82.6%
Respondent Doesn't Know	53	10.8%
Total	489	



County Ties



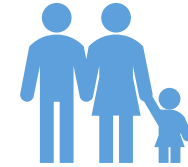
Last Address

77% reported that their last permanent address was in Orange County.



Time Spent While Experiencing Homelessness

97% reported spending the most amount of their time while homeless in Orange County.



Family

57% reported having family in Orange County.



Schooling

62% reported either attending or having attended school in Orange County.



Employment

80% reported current or past employment in Orange County.



Community Ties

What is the main reason you stay in this location/area/particular city?

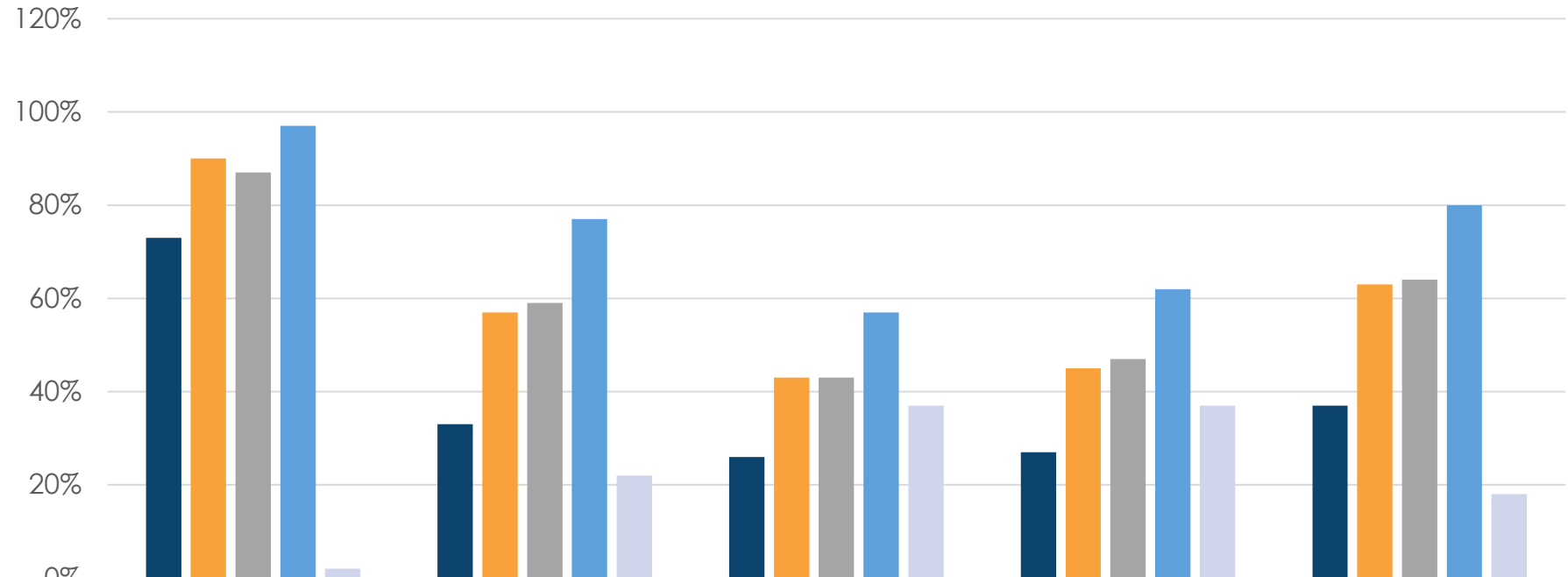
	Count	Percent of Respondents
Most Familiar with the Location/Area/Particular City	303	51.7%
Have Friend and/or Family that Live Nearby	110	18.8%
Feel Safe in this Location/Area/Particular City	89	15.2%
Close to Place of Current and/or Past Employment	12	2.0%
Close to Social Services and/or Support Services	12	2.0%
Close to Doctors or Medical Treatment	6	1.0%

How did you get to this location/area/particular city?

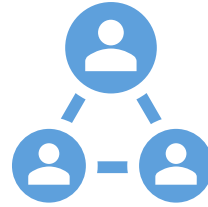
	Count	Percent of Respondents
On My Own	523	85.6%
Received Transportation Assistance from Family or Friends	39	6.4%
Received Transportation Assistance from a Third Party	34	5.6%



Community Ties



	Time Spent While Homeless	Last Address	Family Ties	Schooling	Employment
■ City	73%	33%	26%	27%	37%
■ City or Physically Neighboring City	90%	57%	43%	45%	63%
■ Service Planning Area	87%	59%	43%	47%	64%
■ County	97%	77%	57%	62%	80%
■ Outside the County	2%	22%	37%	37%	18%



Interest in Engagement & Assistance

People are Interested in Help & Engagement

77% approached **completed a survey.**

78% willing to give their **Name and Date of Birth** as part of the survey.

93% reported having an active **Benefit or enrollment in a Support Service.**

58% reporting a **Mental Health** condition report either **receiving services** for their mental health **or wanting services and not being able to access them.**

49% reporting a **Substance Use Disorder** state that they either **receive treatment or wanted treatment but could not access it.**

38% were **interested in help getting connected** to Services Immediately.

64% stated they **received treatment** for medical concerns or visited a doctor in the last 12 months or wanted treatment, **but could not access it.**



Key Survey Findings

People Experiencing Homelessness Want Help

- 93% are currently enrolled in a Supportive Service, an additional 2% stating interest
- 78% willingly provided their Name and Date of Birth
- 77% of encounters resulted in a completed survey



Key Survey Findings

Chronic Homelessness & Disabling Conditions are increasing

- 69% meet HUD's definition of experiencing Chronic Homelessness which combines a long history of homelessness while also experiencing a Disabling Condition
- Double digit increases for people experiencing Mental Illness, Substance Use Disorders, and Physical Disabilities, with an additional eight percent increase in reported Development Disabilities compared to the 2022 Unsheltered PIT Count.
- 85% report experiencing one of the seven disabling conditions surveyed, while 49% report having at least three.





Key Survey Findings

Safety, Respect & Personal Space are most important when considering Shelter or Transitional Housing

- These attributes were consistently repeated when asked questions about shelter or transitional housing:
 - Most important features when considering shelter
 - Reasons for not currently utilizing shelter
 - Reason for previously leaving shelter



Key Survey Findings

Less than half of the people surveyed experiencing unsheltered homelessness reported engaging with a Street Outreach Worker or Case Manager in the last three (3) months.



Key Survey Findings

People tend to stay in one area that is familiar to them when experiencing homelessness

- 85% of people chose their location due to being familiar with the area, having friends and/or family nearby, and/or feeling safe.
- 86% of people reported getting to their location on their own, without assistance.
- Overwhelming, the connection that yielded the greatest percentage of city, surrounding area, Service Planning Area and county responses was provided when asking where people spend the most amount of their time while experiencing homelessness.





Key Survey Findings Summary

1. **People Experiencing Homelessness Want Help**
2. **Chronic Homelessness and Disabling Conditions are Increasing**
3. **Safety, Respect and Personal Space are most important when considering shelter or transitional housing**
4. **Less than half of the people surveyed reported engaging with Outreach or Case Management in the last 3 months**
5. **People tend to stay in one area that is familiar to them when experiencing homelessness**





Survey Recommendations

Evaluate and Implement Strategic Outreach Practices to Maximize Engagement of People Experiencing Unsheltered Homelessness

- Based on the finding that less than half of people reported engaging with a street outreach worker or case manager in the last three months, it is recommended that each street outreach team reviews or creates a comprehensive outreach and canvassing plan that increases the likelihood that people experiencing unsheltered homelessness are engaged by trained outreach professionals.
- Plans should include:
 - Extended hours
 - Specific geographic canvassing strategies
 - Identified roles and responsibilities for stakeholder coordination



Survey Recommendations

Ensure Supportive Services are Low Barrier and Accessible

- With 95% of people reported accepting or wanting services, including 85% of people reporting that they have health insurance and 85% of people reported experiencing at least one ongoing disabling condition that impaired their ability to live independently. Supportive Services are not only needed but wanted.
- Increased investment and analysis in Supportive Services that show the ability to both engage people experiencing homelessness at a high rate and have people accept those services at a high rate.
- Proven successful practices should be shared and incorporated broadly.



Survey Recommendations

Shelters should operate under a Trauma Informed Model - Prioritizing Safety, Respect and Personal Space.

- Based on the findings that safety, respect and personal space are the top responded attributes when people are asked about considering shelter, shelters should operate under a Trauma Informed Model, which focuses on these specific attributes.
- The Standards of Care, which all shelters receiving County funding adhere to, have several standards that ensure achievement with and contextual these attributes.





Survey Recommendations

Continued Investment into Permanent Supportive Housing

- The growing number of people (69%) that are experiencing chronic homelessness, which includes experiencing an ongoing disabling condition that impairs one's ability to live independently, highlights the increased need for permanent supportive housing, which provides both housing and critical supportive, stabilizing services.



Survey Recommendations

Provide Services and Resources to the People Experiencing Homelessness in your Community.

- Less than 38% of people reported a familial, employment or educational tie to the city they were in.
- One third of people reported that their last address was in their city, but nearly three out every four people stated that they spent most of their time in the city they were surveyed in.
- With the goal of reducing homelessness in their community, each jurisdiction should adopt a policy that focuses on serving anyone who states they have spent most of their time in their jurisdiction.





Survey Recommendations Summary

1. Evaluate and Implement Strategic Outreach Practices to Maximize Engagement of People Experiencing Unsheltered Homelessness.
2. Ensure Supportive Services are Low Barrier and Accessible.
3. Shelters should operate under a Trauma Informed Model - Prioritizing Safety, Respect and Personal Space.
4. Continued Investment into Permanent Supportive Housing.
5. Provide Services and Resources to the People Experiencing Homelessness in your Community.

